City of Stoke-on-Trent
incorporating Staffordshire
Care and Support Directory 2020

The essential guide to understanding
and choosing care and support
Trentside Manor Care Home
Our Commitment to Care

Everyone at Trentside Manor Care Home has a personal and professional commitment to providing excellent care.

We know that the thought of moving into a care home can often be very traumatic for both residents and relatives but that it is sometimes the only option available in order to maintain personal safety, security and provide appropriate levels of care. Prior to admission, each new resident is encouraged to visit the home to satisfy themselves that the ambience is to their liking.

We provide a unique care and support plan that works for each individual. We encourage and support people to continue doing as many daily tasks as possible, pursue their interests and hobbies, stay active and spend quality time with family and friends.

We will ensure that we work with you and your family, friends, advocates and other professionals involved in your life in gathering all the information we need to make sure we can meet your needs.

Our family caring for your family

Endon Road, Norton Green, Stoke-on-Trent ST6 8PA
T: 01782 535402 E: Trentsidemanor@outlook.com
W: www.trentsidemanor.com

Wilbraham House
Residential Care Home
Our family caring for your family

Our mission is to support our residents to live their lives the way they wish. We understand the importance of personal choice and our aim is to make our residents, staff, families and friends feel valued and respected as individuals. Since our new manager has taken over, we have improved on our already high standard, which has been recognised by our latest CQC rating.

Facilities & Services:
- Day care facilities available
- Respite care
- Physiotherapy
- Independent living training
- Own GP if required
- Own furniture if required
- Close to local shops
- Near public transport
- Lift, stairlift & wheelchair access
- Gardens for residents
- Residents’ kitchenette
- Phone point in own room/mobile
- Television point in own room
- Recently refurbished bathroom facilities

Contact us now on 01782 720729, email Wilbrahimhouse@outlook.com or visit www.wilbrahimhouse.com

The Old Vicarage, Church Street, Audley, Stoke-on-Trent ST7 8DE
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**Alternative formats**  
This Directory is available electronically at www.carechoices.co.uk. The e-book is also Recite Me compatible for those requiring information in the spoken word.

Visit www.carechoices.co.uk for further assistance with your search for care 3
Welcome

Introduction from Stoke-on-Trent City Council

If you start to find it difficult to be as independent as you used to be, you and your family/friends need to know about the care and support services in the area and where you can go for advice and help. This Directory is an important source of information for people living in the Stoke-on-Trent area.

There are many local organisations providing care and support (e.g. the Council, voluntary organisations, private care agencies and health services), and the information in this Directory will help you to begin to understand the different options available or advise where you can get more details.

Many of the local organisations listed at the back of this Directory will also be able to help and tell you about local services.

We hope that you find this Directory helpful. However, if you can’t find the information that you need, you can telephone 0800 561 0015 (Stoke-on-Trent Adult Social Care Contact Centre). Alternatively, you can visit this Directory’s website at www.carechoices.co.uk where you can search for care solutions locally and nationally.

Councillor Ann James
Cabinet Member for Health and Social Care

For ease of use throughout this Directory, services coming from Stoke-on-Trent City Council are described as coming from ‘the Council’.

Regions covered by this Directory

- Stoke-on-Trent
- Cannock Chase
- East Staffordshire
- Lichfield
- Newcastle-under-Lyme
- South Staffordshire
- Stafford
- Staffordshire Moorlands
- Tamworth
- Home care agency listings

The information contained in this Directory is subject to change over the course of its circulation and is not endorsed by Stoke-on-Trent City Council or Staffordshire County Council. All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and are correct at the time of publication. Neither Stoke-on-Trent City Council, Staffordshire County Council nor Care Choices can be held liable for any errors or omissions from the listings. The inclusion of advertisements for homes and agencies in this Directory does not act as an endorsement or recommendation by Stoke-on-Trent City Council or Staffordshire County Council.

To obtain extra copies of this Directory, free of charge, call 0800 561 0015.
**Keeping safe**

**Safeguarding adults**

Safeguarding means protecting you if you have needs for care and support and if you are experiencing, or at risk of, abuse or neglect, and, as a result of those care and support needs, you are unable to protect yourself.

Safeguarding is about organisations working with you to prevent both the risks and experience of abuse or neglect, whilst making sure that your wellbeing is promoted, including having regard to your views, wishes, feelings and beliefs in deciding on any action.

The aims of adult safeguarding are to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to you and your care and support needs;
- safeguard you in a way that supports you in making choices and having control about how you want to live;
- promote an approach that concentrates on improving life for you or any other adult(s) concerned;
- raise public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- provide information and support in accessible ways to help you understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of yourself or of another adult; and
- deal with what has caused the abuse or neglect.

**Who might abuse/neglect adults?**

Anyone can carry out abuse or neglect, including:

- spouses or partners;
- other family members;
- neighbours;
- friends/acquaintances;
- local residents;
- people who may deliberately exploit you or other adults they perceive as vulnerable to abuse;
- paid staff/professionals;
- volunteers; and
- strangers.

**Who can raise concerns of abuse or neglect?**

Anyone can witness or become aware of information suggesting abuse or neglect is occurring. If you are raising a concern, you may have become aware of possible abuse if you:

- witnessed an abusive act;
- have been told about abuse by someone else;
- have found evidence of abuse; or
- recognised several of the risk indicators and become concerned there is a high risk of abuse.

Concerns may come to light as part of the following:

- a complaint;
- an expression of concern;
- a police call-out; or
- during an assessment.

If you are concerned about adult abuse, use the contact details below. In an emergency, always dial **999**.

**Stoke-on-Trent Adult Social Care Contact Centre**

Tel: 0800 561 0015
Out-of-hours: 01782 234234

**Staffordshire**

Staffordshire County Council

Tel: 0345 604 2719
Out-of-hours: 0345 604 2886 (for emergencies only).
Are you concerned about adult abuse?
If you feel you are being abused, or suspect someone else may be being abused, it is important to tell someone. You don’t need to give your name, and you will be supported if you’re worried about what might happen if you report someone.

What will happen if I report it?
Trained staff will carry out a careful and sensitive enquiry. The information will be discussed with other agencies including the police. Information and advice will be offered to the person and their family as to what can be done next.

The Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board brings together people from various agencies concerned with the wellbeing and protection of adults with care and support needs. The board will work together to make sure that if you report abuse, the situation will get better and not worse.

For more information, visit www.SSASPB.org.uk

Refer to the useful contacts on page 51 for more organisations that can help you stay safe and report abuse.

Stoke-on-Trent Safer Places scheme for vulnerable people

Safer Places provides a safe temporary place to go if a vulnerable person feels distressed, worried or scared while out in the community. Places which have joined the scheme can be identified by a Safer Places sticker at the entrance.

A full list of Safer Places is available at www.stokecommunitydirectory.co.uk and a useful map is available by visiting www.stoke.gov.uk and searching ‘Safer Places scheme for vulnerable people’.

If you join the scheme, you will receive a Keep Safe card, which will include the names and contact numbers of two relatives or friends who can be called for help. The card will need to be shown to obtain help in the establishments that have signed up to the scheme. To apply for a Keep Safe card, email community.development@stoke.gov.uk

Search for care in your area

www.carechoices.co.uk

With so many providers to choose from, where do you start?

CareChoices
Understanding the social care system

There is help available for you, and your carer(s), if you live in Stoke-on-Trent or Staffordshire and are vulnerable, elderly or have disabilities.

‘Care and Support’ is the term used to describe the help some adults need to live well. It can include help with things like washing, dressing, eating, getting out and about and keeping in touch with friends and family.

The Care Act 2014 made care and support more consistent across the country and changed the way care and support is accessed, assessed and funded. The Act is designed to put you in control. For more information, visit www.gov.uk and search ‘care act’.

Where do I start?
If you feel that you need care and support, telephone Stoke-on-Trent City Council on 0800 561 0015. The Council will have a discussion with you to find out what it is that you need and what is important to you. By talking with you, the Council will help to find the right care and support for you.

If the Council requires more information, it will undertake a social care ‘needs assessment’. This is simply a discussion to take a deeper look into how your physical and mental health needs are having an impact on your wellbeing. The needs assessment also aims to find out if any of your needs might be eligible for Council support.

You will have choice and control over how and when the assessment takes place. You can also choose if you would like a family member or close friend with you during the assessment. Where a person may have difficulty being involved in the assessment, an advocate may be able to help (see page 44).

The Council will always look at what strengths you have and will always explore what you can do yourself and how help can be provided to support you to achieve this.

You will be fully involved in the discussions about the type of support you receive, and any support you do receive will need to have your prior agreement.

Carers can ask for a ‘carers’ assessment’ (see page 43 for more details).

What happens next?
If you have eligible care needs, you will be given a care and support plan. This explains what support you need, how this support will be arranged and how much the support will cost. You should be fully involved in writing your care and support plan to ensure it reflects your views and wishes.

If you are not eligible, the Council will still offer free advice and information. The Council will put you in touch with other organisations and services in your community that may be able to help you.

Who is eligible?
Needs assessments are available for anyone over 18. If a child appears to need care and support, the assessment can be completed before their 18th birthday to allow time for planning.

To decide if you are eligible for Council support, the Council will use the Government’s national eligibility criteria.

What if my needs change?
If your needs change, you can ask for a reassessment of your care and support needs.

Staffordshire residents
You can complete an online self-assessment which tells you how likely you are to be eligible for care and support. It also directs you to information, advice and services in your community that may be able to offer support. Visit www.staffordshireconenects.info

For further information, use the contact details below:

**Stoke-on-Trent Adult Social Care Contact Centre**
Tel: 0800 561 0015
Email: social.care@stoke.gov.uk

**Staffordshire**
**Staffordshire Cares Team**
Tel: 0300 111 8010
Email: staffordshirecares@staffordshire.gov.uk
Paying for care

Paying for care can be an expensive and long-term commitment, so it is strongly recommended that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers.

When a local authority provides or arranges your care services, you may be asked to contribute towards the cost of your care, depending on your personal circumstances. Stoke-on-Trent City Council has its own charging policies and levels for non-residential services. However, these must comply with certain minimum requirements.

To request a copy of the Council’s Charging Policy, please call 01782 236620.

Financial assessments

If you are assessed as having eligible needs (see page 6), you will be offered a financial assessment to identify what, if anything, you need to pay towards the cost of your care. A financial assessment officer will ask you about your income (including benefits), savings and capital and investments.

The following rules apply, but figures may change over the lifetime of this Directory:

- if your savings, capital and investments total less than £14,250, they will not be included in your financial assessment, so you will only be means-tested on the income you receive;
- savings, capital and investments between £14,250 and £23,250 are included in your financial assessment and you will have to pay a contribution towards your care fees from your savings and income; and
- if your savings, capital and investments total over £23,250, you will likely have to pay the full cost of your care yourself.

The type of care you are receiving determines whether your property is to be included in the means test. Some capital may be ignored in your financial assessment, such as some types of bond and personal belongings. This will be explained as part of the financial assessment.

Paying for non-residential care services

If you receive a non-residential care service, i.e. you are not moving into a care home, your financial assessment will take into consideration certain outgoings, such as rent (where not covered by Housing Benefit), Council Tax and mortgage payments*. If you own your home, its value is not included in your financial assessment unless you own a share of more than one property.

You will be given a Minimum Income Guarantee (MIG) which represents the amount of money you must be left to live on after you have paid for your care. Your MIG level depends on your age and circumstances at the time of your assessment.

If you are receiving care at home and receive certain disability-related benefits, such as Attendance Allowance, Disability Living Allowance Care Component or Personal Independence Payment Daily Living, you may also be able to keep an amount to cover any significant extra disability-related costs you incur.

*Please note: In Stoke-on-Trent, respite is charged
at a set rate and therefore, the charge is not reduced by considering any household expenditure.

In Stoke-on-Trent, the Council can broker non-residential care services for people with eligible needs who are funding their own care. There is a charge for this service. Please contact the Council for more information.

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**Paying for residential care**

If you require residential care, you can keep a weekly personal allowance out of your income. This is for your day-to-day needs or to save to buy items such as clothing and toiletries.

If you own your home and your husband, wife or partner continues to live there, its value will not be included in your financial assessment. If this does not apply, the value of your home will be ignored in your financial assessment for the first 12 weeks of residential care. This is called a twelve-week property disregard. However, from the 13th week onwards, the Council will treat the value of your home as capital in your financial assessment.

If your financial assessment has found that you are entitled to a contribution towards the cost of your care from the Council, there is an upper limit to the amount of money the Council will pay. This is usually determined by your specific circumstances.

If you choose a care home that charges more than this amount, the extra cost must be met by a ‘third party payment’ or ‘top-up’.

**Top-ups**

A top-up is the commitment of a relative, friend or charity to pay the difference between the amount contributed by the Council and the fees charged by the care home.

Top-ups can vary greatly between private care homes because they can set their own fees, but they should be affordable and reasonable. Top-ups cannot be paid from your own capital or income, except in limited circumstances.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and there needs to be assurance that payments can be sustained for as long as they are required. The individual will need to sign a contract with the Council to confirm that they are able to commit to this.

If the additional payments stop being paid for any reason, you should seek help and advice from the Council. You may have to move to a cheaper home within the local authority’s funding levels.

If you are already a resident in a care home and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, such as moving to a nicer room.

It is important to note that Councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

**Will I have to sell my home?**

If you own your home and are moving into residential care, one of the biggest worries that you may have is ‘what will happen to my home?’. The information below should help with these concerns:

You may be able to use the value of your home to help pay towards care home fees. The Council will help to pay your care fees and you can delay repaying the Council until you choose to sell your home, or until after your death. The Council ensures the money you owe will be repaid by putting a legal charge on your property. This is called a deferred payment agreement.

**Deferred payment agreements**

The deferred payments scheme is designed to help if you have been assessed as having to pay the full cost of your residential care but cannot afford to pay the full weekly charge because most of your capital is tied up in your home. If you are eligible for a deferred payment agreement, you will be required
to pay a weekly contribution towards your care. This will be determined by a financial assessment. The Council will then pay the remaining amount of your weekly charge. The part the Council pays is your ‘deferred payment’.

The deferred payment builds up as a debt and the Council will provide you with quarterly invoices to advise you of the amount. Once your home is sold, the debt will be cleared from the proceeds of the sale.

However, you do not have to sell your home if you don’t want to – you may, for example, decide to rent it out to generate income. If you do this, you will be expected to use the rental income to increase the amount you pay each week, thus reducing the weekly payments made by the Council, and minimising the eventual deferred payment debt.

Acceptance of any application to the scheme depends on your eligibility and is at the discretion of the Council. The Council strongly recommends that you take independent legal and/or financial advice before you enter into a deferred payment agreement.

For more information about paying for care, use the contact details below:

**Stoke-on-Trent Adult Social Care Contact Centre**
Tel: 0800 561 0015
Email: social.care@stoke.gov.uk

**Staffordshire**
**Staffordshire Cares Team**
Tel: 0300 111 8010
Text/SMS (for people with a hearing impairment): 07966 738920
Minicom: 01785 276207
Email: staffordshirecares@staffordshire.gov.uk

Refer to the useful contacts on page 57 for more organisations that can help you with money support and advice.

**Understanding NHS funding**

**NHS Continuing Healthcare**
NHS Continuing Healthcare is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home. For further information on NHS Continuing Healthcare, contact 0345 548 0300.

**NHS Nursing Care Contribution**
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

**What if my circumstances change?**

The amount you pay towards the cost of your care will be reassessed once a year, normally in April, at the same time as the yearly increase in State Benefits. You must also request a reassessment if there has been significant change in your financial circumstances.

If your income, savings or capital is close to falling below the threshold set for financial support, it is important that you contact the local authority as soon as possible to request a new financial assessment.
Understanding personal budgets and direct payments

If you are eligible for Council care and support, you will be allocated a personal budget. This is the amount of money that the Council may pay towards your needs as identified in your needs assessment. Initially, this will be an estimated sum of money and the final amount will be decided when your care and support plan is complete.

To find out more about personal budgets in Stoke-on-Trent, call 0800 561 0015.

Please note, this is separate to a personal health budget, which is the amount of money your local NHS team may pay to meet your health needs. For more information on personal health budgets, visit www.nhs.uk/personalhealthbudgets

If you are eligible, you can ask for your Council to pay your personal budget contribution directly to you. This will allow you to buy and arrange your own care and support. This is called a direct payment.

Direct payments give you greater choice, control, freedom and flexibility over what care and support is delivered to you.

Examples are (but are not limited to)*:

- care or support in your home – for example, help with personal care or making a meal;
- help with social activities – such as attending college courses or getting out and about in the community;
- equipment or minor works to your home to help you with day-to-day living;
- support to provide cover when your carer goes on holiday/has a break from the responsibilities of their caring role; or
- employing a personal assistant, this could be a friend, neighbour or family member, as long as they don’t live with you.

*restrictions and conditions apply to all listed.

Direct payments are usually paid into a bank account (which must be separate from your main bank account) or, in Staffordshire, on to a prepaid card.

In choosing a direct payment, you will be responsible for:

- arranging the support;
- making the necessary payments;
- keeping track of what’s left in your budget;
- showing the Council on a regular basis how you are spending your money; and
- (if applicable) all employment related matters in employing a personal assistant.

The Council will support you to set up systems to help you manage and organise your direct payments and will also provide help with employing a personal assistant.

If you are unable to understand or manage your direct payments, they may still be accessible via a ‘suitable person’ or a ‘managed account’.

The Council will be responsible for making sure that you are willing and capable of managing your direct payments with, or without, support.
Staying active

Being active provides many benefits, from boosting energy levels and mood to helping with weight loss. It can also help to reduce your risk of some major illnesses like heart disease, stroke, Type 2 diabetes and some cancers.

For health benefits, you should aim for 150 minutes of moderate intensity activity a week. This can be broken down into bouts of ten minutes or more, aiming to exercise for 30 minutes at least five days a week. Moderate intensity activities will make you feel warmer and your breathing will become a bit quicker, but you should still be able to carry on a conversation.

You can achieve this through everyday activities like gardening or doing the housework. If you haven’t done anything for a while, you could start with something gentle, like walking, and gradually work your way up to walking at a brisk pace. Some people like to attend a leisure centre for gyms, pools and exercise classes.

The good news is that all physical activity helps and doing any amount of activity daily can be beneficial. Whatever your age, the less time you spend sitting down the better.

Staffordshire
To find ways to keep active in Staffordshire, you can use the Health and Wellbeing Planner online at www.staffordshireconnects.info/kb5/staffordshire/directory/wellbeingwheel.page

Refer to the useful contacts on page 56 for more organisations that can help you to stay active.
NHS Health Checks

The NHS Health Check is like having a free health MOT. It checks your overall health to tell you whether you’re at risk of developing certain health conditions, such as heart disease, stroke, diabetes, kidney disease and dementia (for over 65s).

As well as measuring your risk of developing these health issues, an NHS Health Check gives you advice on how to prevent them.

Everyone between the ages of 40 and 74, who has not been diagnosed with one of these conditions, will be invited for a check-up once every five years. It is free of charge, including any follow-up tests or appointments.

For more information and advice on having a health check, talk to your GP.

NHS Health Checks in Staffordshire are available for the eligible population through Everyone Health. Call 0333 005 0095 or email eh.staffs@nhs.net

Flu vaccinations

Anyone can get flu, but it can be more serious for certain people, such as:

- people aged 65 or over;
- anyone who has an underlying health condition (such as long-term heart or respiratory disease);
- pregnant women;
- people with learning disabilities; and
- people with weakened immune systems.

If you’re at risk of complications from flu, or you care for somebody who is, then make sure you have your annual flu vaccine each year, usually from October onwards.

For more information and advice about having a flu jab, talk to your local GP surgery or pharmacist.

Keeping warm

Cold weather can make some medical conditions considerably worse. However, with a little planning and extra care, you can protect yourself and reduce the risk of becoming seriously unwell.

Stoke-on-Trent City Council now offers a Safe and Warm Homes Grant. This grant is available to private homeowners and private rented tenants who meet the scheme’s criteria.

Households with an income of £25,000 or less may qualify if they have one or more occupants who are vulnerable to the cold and/or have occupants aged under five or over the age of 65yrs.

Eligible health conditions include cardiovascular conditions, respiratory conditions (such as asthma and COPD) and mental health conditions.

The types of works that can be carried out are:

- heating improvements such as boiler repairs or replacement;
- draft proofing;
- new windows and doors;
- loft and cavity wall insulation;
- help to reduce damp in the property; and
- measures to help prevent slips, trips and falls.

Advice and assistance to help you keep warm and safe is also offered. To check if you are eligible, use the contact details below:

Private Sector Housing Team
Tel: 01782 234474
Email: safeandwarmhomes@stoke.gov.uk

Refer to the useful contacts on page 57 for more organisations that can help you with money and housing support.
Quitting smoking

Quitting smoking is one of the best things you can do for your health and wellbeing at any point in your life. Quitting smoking could also save you money.

The Stoke-on-Trent Stop Smoking Service provides free support for people who live, work or have a GP in Stoke-on-Trent and would prefer not to smoke. You are up to four times more likely to quit with the help of your local NHS Stop Smoking Service than if you choose to do it alone.

The Stoke-on-Trent Stop Smoking Service provides:
- support in a variety of settings across the city;
- free weekly behavioural support by friendly, trained stop smoking advisers; and
- stop smoking medicines such as patches and gum, that are available for the cost of a prescription.

For more information, use the details below:

Stoke-on-Trent Stop Smoking Service
Tel: 0800 085 0928
Text: ‘Stokequit’ to 60777

Drugs and alcohol

The misuse of drugs and alcohol causes serious problems for young people and adults living in Stoke-on-Trent. It can impact on your health, relationships, work and home life.

The Community Drug & Alcohol Service (CDAS) is a free and confidential service available to anyone living in Stoke-on-Trent. The service provides advice and support to anyone who is having problems with drug and alcohol use. Support is also available for concerned family members.

If you are worried about yourself or someone else,

use the details below:

Stoke-on-Trent Community Drug and Alcohol Service (CDAS)
Tel: 01782 283113 (over 18) or 01782 221090 (under 18).
Email: referrals@sotcdas.org.uk
Web: www.scdas.org.uk

Refer to the useful contacts on page 52 for more organisations that can help you with drugs and alcohol support.

Eating well

Eating a healthy, balanced diet can play an important part in maintaining good health and can help you to feel your best.

Malnutrition is a common health issue and occurs when a person’s diet doesn’t contain the right amount of nutrients or there is a problem absorbing nutrients from food. You should visit your GP if you believe you are at risk of malnutrition. Your GP can check for signs and any underlying conditions. Cook and Eat Well is a West Midlands initiative offering a free, six-week practical cooking programme. This covers basic cooking skills, food labelling and how to shop on a budget.

For more information, use the details below:

Cook and Eat Well
Tel: 0800 464 0699
Email: cookandeatwell@groundwork.org.uk
Web: www.cookandeatwell.co.uk
Loneliness and social isolation

Loneliness is an individual experience. It can occur when the number of relationships you have is less than you would like. It can also be caused by the loss of an important relationship with one person (such as in bereavement) or the lack of a wider circle of friends or social network.

Social isolation is when you find yourself alone due to difficulties in mobility, transport or poor health.

Stoke-on-Trent City Council examined this issue further and found there were many ‘hotspots’ across the city. The Council also found that loneliness isn’t an issue that affects just one group of people; it can affect anybody at any time in their life.

As a result, the Council ran an awareness raising campaign to get people talking about loneliness and isolation. It was called the ‘Let’s WAVE goodbye to loneliness’ campaign and proposed the following actions people could take:

- **Who** around you could be lonely? Keep an eye out for neighbours, friends and family who may be feeling lonely or isolated.
- **Ask** ‘Are you alright?’. Take five minutes to chat and listen to people.
- **Visit** your local library to find out about activities and services that can help.
- **Everyone** can play a part. Loneliness can significantly harm health, but little things like a friendly smile can make a big difference.

One of the simplest ways to tackle this problem is through random acts of kindness – a simple yet meaningful gesture could make someone’s day.

Could you:
- Take someone’s wheelie bin out for them?
- Let someone go in front of you at the supermarket?
- Donate to a food bank?
- Smile at someone you haven’t met before?

For further information about this campaign, use the details below:

**WAVE**
Tel: 01782 238455
Web: [www.stoke.gov.uk/wave](http://www.stoke.gov.uk/wave)

Refer to the useful contacts starting on page 52 for more organisations that can help combat loneliness and isolation.

Search for care in your area

[www.carechoices.co.uk](http://www.carechoices.co.uk)

With so many providers to choose from, where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Enablement

‘Enablement’ (or ‘reablement’ in Staffordshire) is about working with you, normally in your own home, or occasionally in a care home setting, to help you regain independence, which you may have lost due to poor health, disability, a crisis or having spent a considerable time in hospital or residential care. The Council will provide practical support, for example, therapy, minor adaptations or assistive technology, to help you regain mobility, confidence and life skills such as cooking, personal care and domestic tasks. During your period of care, your needs will be looked at regularly to check your progress and recovery.

Enablement supports people to ‘do things for themselves’ rather than ‘having things done for them’. Enablement could reduce your need for long-term services like residential care or home care.

Hospital-based enablement
The Midlands Partnership NHS Foundation Trust provides enablement at the point of discharge from hospital to enable you to recover and optimise your independence following a period of ill health. The service may also provide support to avoid an admission into hospital. A health professional will be able to provide more information about this service.

Community enablement
Stoke-on-Trent City Council offers an enablement service through its Community Wellbeing Teams. The enablement service works with you to understand what matters to you, with an emphasis on encouraging you to reach your optimum level of independence. Your social worker or wellbeing assessor will be able to provide further information about this service.

Reablement in Staffordshire
Staffordshire County Council commissions a reablement service that can help you to learn or re-learn necessary skills for daily living in your own home. For more information about reablement in Staffordshire, you can speak to a Staffordshire Cares Advisor on 0300 111 8010 or email staffordshirecares@staffordshire.gov.uk

Falls prevention

There are ways to reduce your risk of having a fall, including making simple changes to your home, doing exercises to improve your strength and balance or contacting specialist services that can help you. If you have fallen in the past, making changes to reduce your chances of having another fall can help you overcome fears of falling again.

Eleven tips to reduce your risk of falls:

1. Ask your GP to review your medications and ask about the side effects. It’s particularly important that your medicines are reviewed annually if you’re taking four or more medicines a day.

2. Prevent yourself from falling again or reduce your risk of having a fall by getting support from a falls prevention team.

3. Have your eyesight and hearing checked annually. Vision and hearing play a vital role in balance and movement.

4. Keep your bones healthy by increasing your calcium and vitamin D intake (from dairy produce, bony tinned fish and sunlight).

5. Ensure your home is well-lit, especially the stairs and corridors; turn on a light when getting out of bed at night.

6. To avoid falls at home, you should ensure you mop up spillages and remove clutter, trailing wires and frayed carpet. Use non-slip mats and rugs.

7. If possible, keep items within easy reach to avoid climbing, bending and stretching.
8. Ensure your shoes and slippers fit well and have your toenails cut regularly.

9. Stay hydrated. Dehydration can cause you to feel sleepy and unsteady on your feet.

10. Keep active. Doing regular strength and balance exercises can reduce your risk of having a fall. This can take the form of simple activities, such as walking and dancing, or specialist training programmes (see ‘staying active’ section on page 12).

11. Consider buying some simple equipment or making some minor adaptations to your home (see the section beginning on page 17 for more information).

Stoke-on-Trent
Revival will carry out home hazard checks to reduce the chance of falls in your home. A trained assessor will visit your home to check for hazards like loose stair carpets, unsafe rugs or mats and will also look at cooking and bathing safety. These checks are free, but you will need to pay for any materials.

Tel: 0333 014 3389
Email: hello@thisisrevival.org.uk
Web: www.thisisrevival.org.uk

Age UK Staffordshire runs an Ageing Well Programme for men and women aged over 50 in Stoke-on-Trent to prevent falls by improving your strength and balance. For more information, contact the Ageing Well Team:

Tel: 01782 200739
Email: info@ageukstaffordshire.org.uk
Web: www.ageuk.org.uk/staffordshire

The Midlands Partnership NHS Foundation Trust runs a Falls Prevention Service. The Specialist Falls Team, covering North Staffordshire and Stoke-on-Trent, helps those who have already fallen, may fall or who are at risk of serious injury, such as broken bones.

The Falls Prevention Team, covering South Staffordshire, is available for people over 65 and aims to increase awareness and prevent falls for those at risk of falling or who are at risk of serious injury, such as broken bones.

North Falls Service
Burslem Health Centre
Chapel Lane ST6 2AB
Tel: 0300 123 0995 (ext. 4422).

South Falls Service
Salter Meadow Health Centre
Rugeley Road, Burntwood WS7 1AQ
Tel: 01543 492490
Email: southfallsteam@nhs.net

Staffordshire
Use the link below to access the Staffordshire County Council Home Safety Checklist.

Home adaptations
By law, minor adaptations costing £1,000 or less must be paid for by the Council if you have eligible needs. For changes costing more than £1,000, a financial assessment might be carried out to see what you can afford to pay towards the cost. In most cases, making simple changes to your home can help make life easier. Equipment can help you to remain independent and keep you safe. See examples of simple adaptations you can make beginning on page 22.

Adaptations to Council housing
Stoke-on-Trent City Council can provide adaptions for tenants with a disability who live in Council housing (tenants living in other types of housing may be eligible for assistance through Disabled Facilities Grants, see page 18).

Requests for aids and adaptations can be considered if you, your partner or a member of your immediate family is the tenant and is a permanent resident in the household. A person is regarded as being disabled if they have a physical, sensory or mental impairment, which has a substantial and long-term effect on their ability to carry out day-to-day activities within their home.
You must be referred to the Social Care Occupational Therapy Service (SCOTS) for an assessment (see page 6) to ascertain if/what aids or adaptations are required. An occupational therapist will carry out an assessment to determine if adaptations to the property are required. If major adaptations are required, the case will be referred to the Housing Assistance and Adaptations Team (HAAT).

Examples of minor adaptations include, grab rails, handrails and small ramps. Examples of major adaptations include, level access showers, stair lifts, through floor lifts, ramps and hoists.

Please note, there are some exclusions to this service. Use the contact details below for more information:

Social Care Occupational Therapy Service (SCOTS)
Tel: 0800 561 0015 • Email: DRT@stoke.gov.uk or scots@stoke.gov.uk

Housing Assistance and Adaptations Team (HAAT)
Tel: 01782 232008
Email: council.adapts@stoke.gov.uk

Adaptations through the Disabled Facilities Grant (DFG)
Disabled Facilities Grants are available from the Council to help provide disabled people with equipment or adaptations to enable them to live independently, or to be cared for at home. The grant can fund adaptations to the home, such as ramps, stair lifts, level access showers or any other adaptations which help with access into and around the home.

An application for a grant involves an assessment of needs by an occupational therapist from the Social Care Occupational Therapy Service (SCOTS) and a financial assessment (see page 8). However, grants for disabled children under 19 are not subject to means-testing.

For more information:
Tel: 0800 561 0015
Email: DRT@stoke.gov.uk or scots@stoke.gov.uk

Buying or loaning your own equipment
Before you buy or loan any equipment, the Council recommends getting independent advice to make sure you are getting the items that best meet your needs. The organisations listed below can help you. Also, refer to the assistive technology checklist on page 21 for useful questions to consider when buying or loaning equipment.

The Disabled Living Foundation (DLF) has a range of factsheets at www.dlf.org.uk giving general advice on a range of equipment. If you prefer, you can call the DLF helpline on 0300 999 0004.

You can also get information and advice from AskSARA, provided by the DLF. The website has links to a wide range of local services, visit https://asksara.dlf.org.uk

The NHS website provides a useful guide to care equipment, aids and adaptations at www.nhs.uk/conditions/social-care-and-support-guide/Pages/equipment-aids-adaptations.aspx

The Money Advice Service has further advice about how and where to shop for the most suitable products at the cheapest price, visit www.moneyadviceservice.org.uk

Where can I buy or loan equipment?
The Council cannot recommend certain providers but does recommend shopping around to find items of good quality and price. It is also worth making sure the company you loan or purchase equipment from has a good returns policy, in case the items you buy are not right for you.

• Online – Nottingham Rehab Supplies (www.nrshealthcare.co.uk) and Medequip (www.manageathome.co.uk) are websites where you can buy equipment online.

• On the high street – most large equipment retailers have local shops where you can see the products and test them before buying. Search online to find local shops near you.

Staffordshire
Residents can use the online equipment and living aids catalogue (available via www.staffordshireconnects.info) to search for products that can help maintain or regain independence. From bath lifts to walking aids and gadgets to help with everyday tasks, the catalogue is packed full of hundreds of products.
Lifeline Alarm and Telecare Service

The Lifeline Alarm Service is a button that you press if you need help. You can press the button at any time of day or night; which can be worn as a pendant, wristband or brooch. The system can put you in touch with a person who can hear your voice, speak to you through a base unit and arrange the support you need.

Telecare is the use of sensors placed around the home to detect when problems might have happened. For example, a smoke alarm can be used to detect a fire, a flood detector can be used to alert you if the bath is overflowing, a pendant can be used to detect if you have fallen and sensors can be used to spot if you have forgotten to take your tablets or if you have left a door open. If any of the sensors detect a problem, the Telecare Service will be alerted and will try to contact you, your carer or the emergency services.

In Stoke-on-Trent, the Council runs an in-house Telecare and Lifeline Service. Locally based technicians can install and maintain the sensors and a local call handling team will be there to talk with you when you need help.

Stoke-on-Trent City Council also has a Responder Service. These are emergency responders trained by St John’s Ambulance who can respond to emergencies that don’t need the police, fire or ambulance services. For example, you might have fallen and can’t get up, but you don’t need an ambulance to respond and transport you to A&E. A responder can come to your home, check you are OK using their medical skills and equipment, lift you safely using a special lifting cushion and help you back to your chair – leaving you safe and comfortable at home.

The Lifeline Alarm and Telecare Service can help maintain your independence and bring peace of mind to your family and loved ones.

You may be able to get Telecare through a social care assessment (see page 6), although many people choose to pay for this service from the Council (or from other providers).

For more information, visit www.stoke.gov.uk and search ‘Lifeline’.

For residents in Staffordshire, visit www.staffordshire.gov.uk and search ‘equipment and technology’.

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my family our needs

The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk  @WeAreMFON

• Birth to adulthood
• Real life blogs
• Directory
• Ask the experts
• Monthly columnist

Ask questions  Get involved  Join the family

Visit www.carechoices.co.uk for further assistance with your search for care
Medequip work with Staffordshire County Council, Stoke-on-Trent City Council and the NHS to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

To purchase daily living aids privately, visit Medequip or our partner stores:

- **Medequip**
  - Unit 2, Romford Road, Astonfields Industrial Estate
  - Stafford, ST16 3DZ
  - www.ambucare-mobility.co.uk
  - 01785 273950

- **Ambucare**
  - Tollgate Drive
  - Tollgate Industrial Park
  - Beaconside
  - Stafford ST16 3HS
  - www.easylivingmobility.co.uk
  - 01785 225900

- **Easy Living Mobility**
  - Stores throughout the Midlands, to find your nearest store, please visit: www.easylivingmobility.co.uk/shops
  - www.easylivingmobility.co.uk
  - 0800 644 0237

If you would prefer to return equipment to Medequip yourself, you can bring it to our distribution centre:

- **Medequip Stafford Depot**
  - Tollgate Drive
  - Tollgate Industrial Park
  - Beaconside
  - Stafford ST16 3HS
  - Opening hours: Monday to Friday from 8:00am to 6:00pm

Please note: prices and product ranges may vary at our partner stores.

Manage @ home

Manage At Home’s range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of over 3,000 mobility and disability aids to help you stay safe and independent at home.

- **ORDER BY PHONE**
  - Freephone: 0800 910 1313
- **FREE DELIVERY**
  - When you spend over £50.00
- **SELF HELP GUIDE**
  - Find solutions to your problems

Help & Advice from 8am to 5pm Monday to Friday

www.manageathome.co.uk

FREE CATALOGUE

Keep people independent for longer

www.medequip-uk.com
Assistive technology checklist

We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit https://asksara.dlf.org.uk

You can download and print this checklist at www.carechoices.co.uk/checklists

Suitability
Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

Do you need to take it with you when you leave the house? Is it transportable?

Does the equipment have any limitations that would make it unsuitable for you?

Will it work alongside any assistive technology you already have?

Usability
Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?

Does the equipment need a plug socket, and will its wire cause a trip hazard?

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?

Are you able to use it? Are there any aspects you don’t understand?

Is it portable?

Will it need to be installed by a professional?

Can the retailer provide you with training in using the equipment?

Reliability
Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?

Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.

Can you speak to someone who already uses it?

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.

Is it durable? If you might drop it, is it likely to break?

Cost
Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

Notes

Visit www.carechoices.co.uk for further assistance with your search for care
Making life easier at home

If you’re having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.

Finding it difficult to **get in and out of chairs**? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise.

If you can’t **reach your windows**, could you move furniture out of the way? Ask someone to help if you need to move heavy furniture. There are also tools for opening and closing windows.

Struggling to **keep warm/cool**? Consider a fan or heater. Is your house insulated? Are there any draughts? You may also be eligible for the winter fuel payment from the Government. Visit [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)

If you have trouble **using light switches**, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there’s even technology available so that you can turn your lights on and off using speech.

Use subtitles if you **can’t hear the TV**, or buy wireless headphones. Do you need a hearing aid? Request an assessment from your council.

Do you **forget to take your tablets**? Try making a note of when you’ve taken them, or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, you can ask your pharmacist for advice on alternative packaging that could make it easier for you.

Can you **reach everything in your cupboards**? If not, try a handi-reacher or rearrange your kitchen so the things you use most are within easy reach.

If you are having **problems with preparing food**, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

Is **eating and drinking becoming difficult**? Large handled cutlery could help, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

**Using taps** can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.
If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it’s lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 24.

Clocks are available with large numbers or lights if you **can’t read the time** in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

Do you **struggle to get in and out of bed**? You could learn new ways of moving around, purchase a leg lifter or a hoist or install grab rails for support. Seek advice about these options. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the right height.

For more information on technology that could make your life easier, contact your council for an assessment. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

**Stoke-on-Trent Adult Social Care Contact Centre**
Tel: 0800 561 0015

**Staffordshire Cares Customer Contact Centre**
Tel: 0300 111 8010

More information on staying independent and ideas to help you live at home can be found online at [www.carechoices.co.uk/staying-independent-at-home/](http://www.carechoices.co.uk/staying-independent-at-home/) There is also information on making larger adaptations to your home.
Home care

To enable you to live in your own home for as long as possible, a range of help is on offer, from day-to-day tasks, such as cleaning, shopping and food preparation/cooking, to support with personal care such as dressing, bathing, assisting to the toilet and prompting/administering medication. Care workers need to be properly trained, particularly in moving and handling and the use of hoists for some tasks.

Care workers can deliver care and support in your own home to meet your assessed care needs; this can be done multiple times a day. Depending on the assessed level of care and support needs, these visits can be a minimum of 15 minutes or up to several hours. Services operate every day of the year, including bank holidays; visits are usually available from 6.00am until 10.00pm/11.00pm, seven days a week (this may vary dependent upon the local authority).

Night services are also a form of home care and these services can be provided if you have an identified eligible care need. The hourly rates for these types of services are dependent upon the time of day and the duration of the care visits.

In Stoke-on-Trent, the Council can broker home care services for people with eligible needs who are funding their own care. There is a charge for this service. Please contact the Council for more information.

Sitting services
Sitting services provide care for longer periods of time. This can be overnight or over several days. Sitting services are usually care visits which last for a few hours, and can be arranged on a regular basis, an emergency basis or through the night (also known as night sits). Often sitting services are delivered to ensure that you are safe within your own home, for example following a hospital stay, or as carer relief for your family carer. The charges for this are dependent on the amount of care required, frequency and the duration.

Tell us what you think

☐ What have you found useful?
☐ What could we do better?

Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey

Search for care at www.carechoices.co.uk to find support in your area
**Live-in care**

24-hour live-in care can accommodate you if you have very high dependency on a permanent basis. It can also provide respite breaks for regular care workers and short-term support following hospital discharge.

In some cases, it’s preferable and more economical to have a care worker living in your home. This can be for a short period or on an ongoing basis. Typical charges for this service depend on the amount of care required and the skills required of the care worker to meet your needs. The cost that you will pay will also be subject to eligibility. For more information, refer to the ‘paying for care’ section on page 8.

Before you make any decisions regarding your care, be sure to contact several providers and ask for their ‘Service User’s Guide’, charges and a draft contract, so that you can see what the contract entails and what this means for you.

The Care Quality Commission (CQC) is the organisation that inspects and rates home care providers to help you understand the quality of care being delivered. See page 46 for more information.

For more information about paying for care at home, use the contact details below:

**Stoke-on-Trent Adult Social Care Contact Centre**
Tel: 0800 561 0015
Email: social.care@stoke.gov.uk
Web: www.stoke.gov.uk

**Staffordshire**

**Staffordshire Cares Team**
Tel: 0300 111 8010
Text/SMS (for people with a hearing impairment): 07966 738920
Minicom: 01785 276207
Email: staffordshirecares@staffordshire.gov.uk
Web: www.staffordshire.gov.uk

Refer to page 59 for the beginning of a list of all CQC-registered home care agencies operating in Stoke-on-Trent and Staffordshire.

For further assistance with finding home care in your area, visit **www.carechoices.co.uk**
The way you interact with her is lovely, I thought you were family, you have a lovely working relationship.
Doctor Westgate
Medical Practice

I always wished I had a daughter, you are like a daughter to me.
Mrs F, Rugeley

ECA is the family I chose for myself, to take care of me.
Mrs B of Lichfield

The way you interact with her is lovely, I thought you were family, you have a lovely working relationship.
Doctor Westgate
Medical Practice
Home care agency checklist

Agency 1 ........................................................................................................................................

Agency 2 ........................................................................................................................................

Agency 3 ........................................................................................................................................

Fees per week | Quality rating*  
£ | £ | £ 

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency
How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐

Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff
Are you likely to be visited by different staff each day? ☐ ☐ ☐

Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐

Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐

Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐

Can you meet your care worker(s) before they start? ☐ ☐ ☐

Does the agency have both male and female staff? ☐ ☐ ☐

Accommodating your needs
Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐

Does the agency have a training scheme in place? ☐ ☐ ☐

Are all staff trained to a certain level? ☐ ☐ ☐

Are staff able to help with administering medication if required? ☐ ☐ ☐

Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation
Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

Can you see the agency’s contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

Can you see a copy of the agency’s CQC registration certificate and quality rating? ☐ ☐ ☐

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*See page 46
Accommodation with care and support

There are various accommodation options that can incorporate care and support when needed.

Age exclusive housing

Age exclusive housing refers to small clusters of flats or bungalows that are specifically designated to older people. This type of housing does not include any support services but usually incorporates design features that are helpful to older people.

For more information about age exclusive housing, use the contact details below:

Stoke-on-Trent Housing Solutions Team
Tel: 01782 233696
Email: housing.adviiceservices@stoke.gov.uk

Staffordshire Cares Team
Tel: 0300 111 8010
Text/SMS (for people with a hearing impairment): 07966 738920
Minicom: 01785 276207
Email: staffordshirecares@staffordshire.gov.uk

Shared Lives Stoke

Stoke-on-Trent City Council has introduced a Shared Lives scheme to its Learning Disability Provider Team. Shared Lives can offer you alternative accommodation if you are eligible.

If you have eligible care and support needs, Shared Lives can match you with an approved carer. Your likes, dislikes, hobbies and interests as well as those of the carer will be considered before introductions take place. The carer shares their family and community life and gives care and support tailored to your needs. You may move in permanently with your Shared Lives carer, or you may only stay for a few nights.

Who can access Shared Lives Stoke?
If you are aged 18 years and over, have a learning disability with care and support needs and live in Stoke-on-Trent, you can access the service.

Who can become a Shared Lives carer?
A potential Shared Lives carer will need to:

- be willing to share their home and family life with a person who has a learning disability and care and support needs;
- have a comfortable and furnished spare bedroom in their home;
- provide a healthy and varied diet including meals, snacks and drinks; and
- have the right values and behaviours to support a person with a learning disability.

Shared Lives carers can have any style of home provided it meets the service’s fire, health and safety requirements and is in good repair and decoration.

Those that apply and are successful in becoming a Shared Lives carer will receive a fortnightly allowance to help with the cost of caring for you (taking into consideration your level of need).

What are the responsibilities of a Shared Lives carer?
The arrangement can be either a long-term or short-term placement. The person requiring support could come from any background and it's important to remember that everyone's care needs can differ. A Shared Lives carer may need to support you with:

- information, advice and guidance;
- personal care;
• preparing food;
• domestic tasks;
• looking after medication;
• managing money;
• accompanying them to appointments;
• providing transport to leisure activities or work placements; and
• encouragement to get involved with the local community.

Shared Lives Stoke will complete a thorough assessment of the potential Shared Lives carer, including a safeguarding check, references, health and safety checks and attending training. Once complete, a report will be presented to an independent panel who will decide if the person can be an approved Shared Lives carer. Once approved, the matching process can begin.

**How will the Council monitor the service?**

As a regulated service by the Care Quality Commission, Shared Lives Stoke will monitor Shared Lives arrangements. The Council will make sure that you are happy with your Shared Lives home and that the Shared Lives carer is carrying out their role properly.

Shared Lives coordinators carry out regular visits to homes, talking to you and your carer. To ensure everyone knows their role, a person-centred care and support plan will be devised with you. Shared Lives Stoke will ensure that you have a fulfilling life within your community. If appropriate, your family and friends are encouraged to continue usual contact wherever possible.

**Shared Lives Stoke**

Shared Lives Offices, The Meadows, Berryhill ST2 9JZ
Tel: **01782 235000**
Email: sharedlives@stoke.gov.uk
Web: [www.stoke.gov.uk/sharedlives](http://www.stoke.gov.uk/sharedlives)

If you live in Staffordshire and would like to know more about the Shared Lives scheme, use the contact details below:

Tel: **01543 448380**
Email: midlandssharedlives@pss.org.uk
Web: [www.psspeople.com](http://www.psspeople.com)

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**Supported living**

Supported living is designed to help you live more independently in your local community. In supported living accommodation, housing and support are provided separately and you have a tenancy. Support can vary from a few hours a week to up to 24 hours a day, depending on your assessed needs.

There are several different models of supported living, such as living in shared houses, living in individual tenancies in the community or in Adult Placement schemes.

For more information about supported living, use the contact details below:

**Stoke-on-Trent Adult Social Care Contact Centre**
Tel: **0800 561 0015**
Email: social.care@stoke.gov.uk

**Staffordshire**

**Staffordshire Cares Team**
Tel: **0300 111 8010**
Text/SMS (for people with a hearing impairment): **07966 738920**
Minicom: **01785 276207**
Email: staffordshirecares@staffordshire.gov.uk
Celebrating Life

Our homes are more than care homes. They’re family homes. Friendly homes. Homes that provide tailored care, beautiful environments and choice in every meal or activity.

Places that celebrate the little things that mean everything – morning, noon and night.

Visit us anytime for friendly advice and to look around. You can also find helpful information at www.barchester.com

Hilderstone Hall Care Home
Hall Lane, Hilderstone
Stone, ST15 8SQ
Tel: 01889 861 843

The Spires Care Home
Stafford Road
Lichfield, WS13 8JD
Tel: 01543 330 739
Sheltered housing

Sheltered housing refers to groups of bungalows or flats, with their own kitchen, bathroom and front door, with some support provided on site. The facilities and the level of support will vary between schemes, so it is worth looking at a few schemes before deciding which one is right for you.

Typical benefits of sheltered accommodation include:

- living in a community of older people;
- the security of living in a complex of flats or bungalows, with features such as a door entry system and CCTV;
- a residents’ lounge;
- shared laundry room;
- guest flat for overnight visitors;
- level access throughout; and
- events and social activities available to prevent social isolation.

Stoke-on-Trent Sheltered Housing Team
Tel: 01782 235675
Email: sheltered.housingteam@stoke.gov.uk

Staffordshire
Staffordshire Cares Team
Tel: 0300 111 8010
Text/SMS (for people with a hearing impairment): 07966 738920
Minicom: 01785 276207
Email: staffordshirecares@staffordshire.gov.uk

Precious moments everyday

The best things in life are the people you love and the memories you cherish. At our Stoke care homes we’re here to support you to create more special moments.

Chesterton Lodge, Loomer Road, Chesterton, Newcastle-under-Lyme ST5 7LB,
Call 0808 102 5925

Maple Tree Court, 140 Gloucester Road, Kidsgrove ST7 1EL, Call 0808 102 4443
Visit www.anchor.org.uk/our-care

Visit www.carechoices.co.uk for further assistance with your search for care
**Extra Care housing**

Extra Care accommodation offers the same benefits as sheltered accommodation but with enhanced facilities and care and support staff available 24 hours a day. You would live in your own self-contained flat, within a purpose-built development (most schemes comprise approximately 100 flats).

Extra Care facilities support the improvement of your welfare and encourage socialisation. You can be provided with better living accommodation at an affordable and competitive rate. Your wellbeing improves due to a cleaner, healthier and safer living environment which in turn, has holistic benefits for your health and social care.

Although schemes vary, the benefits of Extra Care include:

- independent apartments with your own front door;
- wheelchair accessibility and Lifetime Homes design;
- Secured by Design standard;
- communal and support facilities;
- 24/7 emergency help;
- individual support planning;
- assistive technology;
- food service on-site; and
- activities that promote and support healthy living.

Current Extra Care schemes with whom Stoke-on-Trent City Council commission care services include:

- Berryhill Village;
- Camoy’s Court;
- Maple West;
- Oak Priory;
- Rowan Village;
- St Dominic’s Court;
- West End Village; and
- Willow Barns.

For more information about Extra Care, use the contact details below:

**Stoke-on-Trent Adult Social Care Contact Centre**
Tel: 0800 561 0015
Email: social.care@stoke.gov.uk

**Staffordshire**
**Staffordshire Cares Team**
Tel: 0300 111 8010
Text/SMS (for people with a hearing impairment): 07966 738920
Minicom: 01785 276207
Email: staffordshirecares@staffordshire.gov.uk

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**Care homes**

If you can no longer live independently at home and cannot be cared for by relatives/friends, a care home may be a suitable option. Moving into a care home is a big decision and you must be sure that it is the right decision for you. If you decide to start looking at care homes, it’s important to understand that they are split into categories.

**Residential care homes**

Residential care homes provide support 24 hours a day for people who need regular help or supervision with daily tasks such as personal care, dressing, eating, drinking, taking medication and supporting their mobility. Residential homes do not offer medical care.

**Nursing homes**

Nursing homes provide the same level of support as residential care homes, with the addition of 24-hour nursing care for people who need regular medical attention from a nurse.

**Dual-registered care homes**

Some care homes are dual registered which means
they can provide both residential support and nursing care.

Care homes can specialise in the support they provide, such as:

- dementia;
- learning disabilities;
- mental health conditions;
- physical disabilities;
- sensory impairment;
- caring for adults under 65;
- caring for adults over 65; and
- misuse of alcohol or drugs.

The length of stay at a care home can be varied:

- **Short stay** – when you know the date that you will be leaving. It is usually for no more than eight weeks. This can also be called respite care (see page 43 for more information).

- **Temporary stay** – when you decide that you need to stay for longer than the eight weeks but you still know the date you will be leaving, and/or you are in a trial period whilst you deciding if you wish to stay permanently.

- **Long or permanently stay** – means you will be living at the care home permanently.

Before you make any decisions regarding your care, be sure to contact several providers and ask for their ‘Service User’s Guide’, charges and a draft contract, so that you can see what the contract entails and what this means for you.

The Care Quality Commission (CQC) is the organisation that inspects and rates care homes to help you understand the quality of care being delivered. Please see page 46 for more information.

Refer to the residential care listings beginning on page 69 for all registered care homes and care homes with nursing in the Stoke-on-Trent and Staffordshire area.

The Care Quality Commission (CQC) is the organisation that inspects and rates care homes to help you understand the quality of care being delivered. Please see page 46 for more information.

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Refer to the residential care listings beginning on page 69 for all registered care homes and care homes with nursing in the Stoke-on-Trent and Staffordshire area.

**Out of county care**

You may choose to live in another area of the country as you want to be closer to friends and family. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the local authority.

You can contact the Care Quality Commission through its website (www.cqc.org.uk) where you will find details of all registered care homes in the UK. Alternatively, this Directory’s website (www.carechoices.co.uk) has details of all care provision in England.

Full listings of residential care homes and nursing homes in the region start on page 69. Alternatively, you can visit www.stokecommunitydirectory.co.uk or www.staffordshireconnects.info

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**Search for care in your area**

Visit www.carechoices.co.uk for further assistance with your search for care
Avery Healthcare is a leading and award winning national care provider that has a range of luxury care homes throughout the county for residential and dementia care. A standards based approach ensures modern, purpose built buildings finished to high specifications, restaurant quality dining and service, the very best in care from professionally trained staff, and a sector leading Well-being and Activities Programme that supports independence and a fulfilling life.

For the best in Staffordshire, look no further.

Abbey Court
Cannock
T. 01543 541034

Alma Court
Cannock
T. 01543 541330

Darwin Court
Lichfield
T. 01543 541815

Hanford Court
Stoke-on-Trent
T. 01782 904481

Hempstalls Hall
Newcastle-under-Lyme
T. 01782 904483

Horse Fair
Rugeley
T. 01889 721170

Rowan Court
Newcastle-under-Lyme
T. 01782 904595

See all of our homes on Facebook or Search ‘Avery Staffordshire’
## Care homes checklist

<table>
<thead>
<tr>
<th>Home 1</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Home 2</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
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<tbody>
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<table>
<thead>
<tr>
<th>Home 3</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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</tbody>
</table>

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

### Staff

- **What is the minimum number of staff that are available at any time?**
  - [ ]
  - [ ]
  - [ ]

- **Are staff respectful, friendly and polite?**
  - [ ]
  - [ ]
  - [ ]

- **Do staff have formal training?**
  - [ ]
  - [ ]
  - [ ]

- **Are the staff engaging with residents?**
  - [ ]
  - [ ]
  - [ ]

### Activities

- **Can you get involved in activities you enjoy?**
  - [ ]
  - [ ]
  - [ ]

- **Is there an activities co-ordinator?**
  - [ ]
  - [ ]
  - [ ]

- **Does the home organise any outings?**
  - [ ]
  - [ ]
  - [ ]

- **Are residents escorted to appointments?**
  - [ ]
  - [ ]
  - [ ]

- **Do the residents seem entertained?**
  - [ ]
  - [ ]
  - [ ]

- **Does the home have a varied activities schedule?**
  - [ ]
  - [ ]
  - [ ]

### Life in the home

- **Is the home adapted to suit your needs?**
  - [ ]
  - [ ]
  - [ ]

- **Can you bring your own furniture?**
  - [ ]
  - [ ]
  - [ ]

- **Are there enough plug sockets in the rooms?**
  - [ ]
  - [ ]
  - [ ]

- **Are there restrictions on going out?**
  - [ ]
  - [ ]
  - [ ]

- **Is there public transport nearby?**
  - [ ]
  - [ ]
  - [ ]

- **Does the home provide any transport?**
  - [ ]
  - [ ]
  - [ ]

- **Can you make/receive calls privately?**
  - [ ]
  - [ ]
  - [ ]

- **Can you decide when to get up and go to bed?**
  - [ ]
  - [ ]
  - [ ]

- **Does the home allow pets?**
  - [ ]
  - [ ]
  - [ ]

- **Does the home use Digital Care Planning accessible to families?**
  - [ ]
  - [ ]
  - [ ]

### Personal preferences

- **Is the home too hot/cold? Can you control the heating in your room?**
  - [ ]
  - [ ]
  - [ ]

- **Is the décor to your tastes?**
  - [ ]
  - [ ]
  - [ ]

- **Are there restricted visiting hours?**
  - [ ]
  - [ ]
  - [ ]

- **Is there somewhere you can go to be alone?**
  - [ ]
  - [ ]
  - [ ]

- **Does the home feel welcoming?**
  - [ ]
  - [ ]
  - [ ]

### Catering

- **Can the home cater for any dietary requirements you may have?**
  - [ ]
  - [ ]
  - [ ]

- **Does the menu change regularly?**
  - [ ]
  - [ ]
  - [ ]

- **Can you eat when you like, even at night?**
  - [ ]
  - [ ]
  - [ ]

- **Can you have food in your room?**
  - [ ]
  - [ ]
  - [ ]

- **Is there a choice of food at mealtimes?**
  - [ ]
  - [ ]
  - [ ]

- **Is alcohol available/allowed if you want it?**
  - [ ]
  - [ ]
  - [ ]

- **Can visitors join you for meals?**
  - [ ]
  - [ ]
  - [ ]

### Fees

- **Do your fees cover all of the services and activities?**
  - [ ]
  - [ ]
  - [ ]

- **Are fees likely to change regularly?**
  - [ ]
  - [ ]
  - [ ]

- **Is the notice period for cancellation of the contract reasonable?**
  - [ ]
  - [ ]
  - [ ]

- **Could you have a trial period?**
  - [ ]
  - [ ]
  - [ ]

- **Can you keep your room if you go into hospital?**
  - [ ]
  - [ ]
  - [ ]

- **Can you handle your own money?**
  - [ ]
  - [ ]
  - [ ]

*See page 46.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Learning disability

There are an estimated 3,800 adults living with a learning disability (aged 18-64) in Stoke-on-Trent.

Source: Office for National Statistics, United Kingdom Census, 2011.

As an adult with a learning disability, you may want or need to consider moving into different accommodation to become more independent or to meet your care and support requirements. This could mean moving out of your family home and into your own accommodation with support or sharing accommodation with others and receiving support.

The support you receive may include learning independent living skills, like cooking, cleaning, travel-training and money management, as well as help with any health or care needs you may have.

The Council can provide support to people who are eligible under the Care Act 2014. Access to social care services is often not free and, as well as an assessment of your care and support needs, the Council will also undertake a financial assessment with you to ascertain if you can afford to make a contribution (which could include meeting the full cost of your support) to the cost of the care and support that you need.

If you have a learning disability, you can also use a personal budget to pay for your support if you are eligible. For more details, see page 11.

Stoke-on-Trent
The Learning Disability and Enhanced Transition Social Work Team can work with you if you have eligible care and support needs and a learning disability. In addition, if you are a young person currently being supported by Children’s Social Care, and you may later require the support of Adult Social Care, the team provides enhanced transition support.

Through a social work approach, transitional support can be provided to young people between the ages of 14 and 25, their family and their carer. The main aims of the team are to:

- take a holistic approach to assessment, enabling you to maximise independence and make the most of the opportunities available in your community;
- support you if you are a young person with identified care and support needs or if you have a disability through transition into adulthood and older age; and
- support you if you are an adult to meet identified eligible care and support needs through a range of services, including direct payments.

The Meadows
Stoke-on-Trent City Council’s in-house short stay and respite care service for people with learning disabilities and/or autism.
Wrenbury Crescent, Berryhill ST2 9JZ
Tel: 0800 561 0015

Staffordshire
For more information about getting help with learning disabilities, visit www.staffordshire.gov.uk/Care-for-all-ages/All-age-disabilities.aspx or contact the Staffordshire Cares Team:

Tel: 0300 111 8010

Refer to the useful contacts on page 54 for more organisations that can provide support for people living with a learning disability and/or autism.
Physical disability

There are over ten million people in the UK with a long-term illness, impairment or disability. The most common disabilities are those that affect how you move, including how you lift and carry things.

Disabilities generally affect older people, with one in two people over the State pension age and one in seven working adults having a disability.

Help and advice is available from both local and national organisations to help people with a physical disability to lead a happier, healthier and more independent life. For more information, see the organisations starting on page 54.

The support you require will be tailored to your specific needs and can be provided by the independent and not-for-profit sectors, as well as by your local Council. Where you are eligible for health and adult social care support, help at home with personal care is available during the day and night, seven days a week if this is needed.

A financial assessment will be completed and, following this, you may have to pay an affordable charge towards your support, see page 8 for more information about assessments. There are also private agencies offering help at home with personal care and housework. See page 24 for more information.

Refer to the useful contacts on page 54 for more organisations that can help to support people living with a physical disability.

Services for people with a sensory need

The Stoke-on-Trent City Council Sensory Team can work with you if you are over the age of 18 and:

- have a dual sensory loss (deaf/blind);
- are deaf or hard of hearing;
- have severe sight loss (blind); or
- are partially sighted or experiencing significant visual loss.

The team will assess how your sensory needs affect your daily life and can offer support such as:

- providing some basic equipment to help you around the home (such as vibrating pagers linked with smoke alarms and liquid level indicators to help you make a drink);
- letting you try out more complex equipment to see if it is right for you, before you decide on buying anything;
- giving advice, information and signposting you to other places you can get help;
- showing you how to do basic tasks at home (such as washing, dressing and preparing meals) with your sight loss; and
- teaching you how to use a white cane to find your way around independently outside.

If you feel you would benefit from an assessment by the Sensory Team, use the contact details below:

**Stoke-on-Trent Adult Social Care Contact Centre**
Tel: 0800 561 0015
Email: social.care@stoke.gov.uk

**Staffordshire**
**Staffordshire Cares Team**
Tel: 0300 111 8010
Text/SMS (for people with a hearing impairment): 07966 738920
Minicom: 01785 276207
Email: staffordshirecares@staffordshire.gov.uk

Refer to the useful contacts on page 54 for more organisations that can provide sensory impairment support.
Mental health

Mental health issues can affect anyone at any time. One in four people will experience some form of mental illness during their lifetime.

There are many different types of mental health needs, from mild issues to more severe and enduring conditions. Some examples include anxiety, dementia, depression, eating disorders, Obsessive Compulsive Disorder (OCD) and Post-Traumatic Stress Disorder (PTSD).

If you have any concerns about your mental health, you should visit your GP, who will be able to offer you advice and support.

Self-referrals or GP referrals can be made to Healthy Minds if you are a Stoke-on-Trent patient and North Staffordshire Wellbeing Service if you are a North Staffordshire patient.

The teams can help with your mental health needs and offer various treatments. The teams will also help if you live with a long-term condition such as diabetes, respiratory problems, chronic pain or fatigue.

For more information, visit www.healthy-minds.org.uk if you are a Stoke-on-Trent patient or www.northstaffswellbeing.co.uk if you are a North Staffordshire patient.

Advice is also available for anyone living in Stoke-on-Trent and Staffordshire through the Staffordshire Mental Health Helpline. Call 0808 800 2234, Monday to Friday, 7.00pm to 2.00am; and Saturday and Sunday, 2.00pm to 2.00am.

North Staffordshire Mental Health Services

The Access Team is the single point of contact and access for all North Staffordshire Combined Healthcare NHS Trust services. The Access Team provides 24/7 cover for all mental health and learning disability services across Stoke-on-Trent and North Staffordshire.

North Staffordshire Community Mental Health Teams (CMHTs)

CMHTs can offer associated services to you if you are an adult living in North Staffordshire. CMHTs are accessed through referral from the Access Team and reflect a recovery-oriented model. If referred, you will be appointed a Care Coordinator, responsible for providing advice, support and a needs assessment. If needs are identified that cannot be met in primary care, your care coordinator will organise suitable treatment. There are four CMHTs in North Staffordshire, use the list below to find out more about your local service:

Ashcombe Centre
Wall Lane Terrace, Cheddleton,
Leek ST13 7ED
Tel: 0300 123 1154

Greenfield Centre
Furlong Road, Tunstall ST6 5UD
Tel: 0300 790 0236

Lyme Brook Centre
Talke Road, Newcastle ST5 7TL
Tel: 0300 790 0237

Sutherland Centre
Belgrave Road ST3 4PN
Tel: 0300 123 1162

South Staffordshire Mental Health Services

If you live in South Staffordshire, the Access Team will be your sole point of referral for all adult mental health services, including people living with dementia. The team can offer advice and guidance to you, your family, your carer and if necessary, can refer you to a Pathway Team to provide further support.

South Staffordshire Access Team
Tel: 0300 555 5001
Email: access.staffordshire@mpft.nhs.uk
Web: www.mpft.nhs.uk/services/mental-health-community-services
South Staffordshire Pathway Teams
Pathway Teams have been established to replace Community Mental Health Teams in South Staffordshire. The teams operate a ‘hub and spoke’ model of service delivery. If you are referred, this model aims to ensure that services are provided to you fairly and locally. The teams operate across two Community Hubs, use the list below and adjacent to find out more about your local service:

**East**
St Michael’s Court, Trent Valley Road, Lichfield WS13 6EF
Tel: 0300 303 3427

**West**
Park House, 12 Park Road, Cannock WS11 1JN
Tel: 0300 303 3428

Refer to the useful contacts on page 55 for more organisations that can provide mental health support.

End of life care

Although the subject of dying is often painful to contemplate, it is essential that you and your relatives discuss your wishes as you near the end of your life. Good planning for all your needs should mean that you can (if you choose) remain in your home or care home in your last days and not have to be admitted to hospital.

When choosing a service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care and the way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP and other health professionals (e.g. hospital doctor, Macmillan Nurse, hospice professional or district nurse), to ensure that your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life. You can see an example of this document by visiting [www.dyingmatters.org/sites/default/files/preferred_priorities_for_care.pdf](http://www.dyingmatters.org/sites/default/files/preferred_priorities_for_care.pdf)

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing your needs as well as those of your carer.

It is worth asking care providers whether they are working towards The Gold Standards Framework or similar standard. These can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for you near the end of your life.

Refer to the useful contacts on page 53 for more organisations that can provide end of life care and support.
Dementia

Dementia affects everyone differently and can cause a wide range of symptoms. These can include issues with memory, thinking, concentration and language. If you are experiencing dementia symptoms, you may become confused or struggle with how you perceive things. Dementia can also cause changes in mood or emotions and affect how you behave.

If you have any concerns about your memory, the first point of contact should be your GP. They will talk to you about your concerns and, where appropriate, refer you to see a specialist at a memory clinic.

Following a formal diagnosis of dementia, your GP may refer you to a specialist; for example, a consultant in old age psychiatry, a community psychiatric nurse, a dementia adviser/care co-ordinator or an occupational therapist with a special interest in dementia care. Your dementia adviser/care co-ordinator will offer guidance, advice and signpost you to support that is available locally, for both you and your relatives/carer.

If you have recently received a diagnosis of, or are already living with dementia, it can be best to live at home for as long as possible. There are several services available to facilitate this such as home care, sitting services (which provide a break for carers), advice on equipment and adaptations, day care centres and respite care.

If you are living with dementia, you may also benefit from a range of group or individual therapies involving social interaction and mental stimulation. Music therapy, art therapy approaches and other creative therapies such as validation therapy can also be helpful.

Stoke-on-Trent

In Stoke-on-Trent, you and your carer(s) will be referred to the Dementia Connect Service provided by Alzheimer’s Society. The service combines face-to-face support with information offered by specially trained Dementia Advisers. In addition, a service called Side by Side may be offered to help reduce loneliness and increase confidence. It pairs you with a volunteer, allowing you to carry on doing the things you enjoy or to try something new.

Supporting Carers on their Dementia Journey

The Monthly Alzheimer’s Support Evenings (MASE) have become a well-established support network for people living with dementia in South Staffordshire.

The MASE helps reduce the stigma surrounding dementia and brings together people who are coping with the condition, in the hope of removing the social isolation all too often faced by Carers.

Project Co-ordinator and Trustee

Daphne: 01785 211140 or 07939 505455

www.themasegroup.com
Stoke-on-Trent City Council has also developed a specialist integrated health and social care dementia centre called Marrow House. The centre brings together specialist dementia services and professionals under one roof. These services include:

- memory services which provide assessment, diagnosis, treatment, review and follow-up checks for people living with dementia;
- the Community Mental Health Team, which provides assessment, treatment, care management and review services for you and others who may have a variety of issues including anxiety, depression, dementia and other mental health illnesses related to older age; and
- dementia reablement services that can support you to regain skills and confidence to maximise your independence and remain living in your own home for longer.

The centre also has an information and advice area that people living with dementia and their carers can use to access information, support and advice from people who are compassionate and knowledgeable about dementia.

The City Council produces a regular email newsletter dedicated to dementia care.

If you are affected by dementia or provide support to someone with dementia and would like to start receiving this free newsletter, or you have information or events that you would like to add to it, email Dementia.Newsletter@stoke.gov.uk

Dementia Connect Service
You can contact the service pre- or post-diagnosis. Referrals can be made by yourself, your carer, a family member, your GP or your social worker.
Tel: 0333 150 3456
Email: dementia.connect@alzheimers.org.uk
Web: www.alzheimers.org.uk/make-a-referral

Marrow House
Specialist integrated health and social care dementia centre.
Forrister Street, Meir Hay ST3 1SQ
Tel: 01782 234888

Refer to the useful contacts on page 55 for more organisations that can help provide dementia support.

Tell us what you think

☑️ What have you found useful?
☑️ What could we do better?

Share your feedback
Take our five minute survey

Share your feedback

Visit www.carechoices.co.uk for further assistance with your search for care
Residential dementia care checklist

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 35. You can download and print this checklist at www.carechoices.co.uk/checklists

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<th>Design</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there clear signs throughout the home?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Has the home been designed or adapted for people with dementia?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
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<tr>
<td>Are the home and grounds secure?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are there prompts outside the residents’ rooms to help people identify their own?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
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<tr>
<td>Is the décor familiar to your loved one?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
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<tr>
<th>Choices</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
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<tbody>
<tr>
<td>Do residents get choice in terms of what they wear each day?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are residents encouraged to be independent?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Can residents decide what to do each day?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Can residents have a say in the décor of their room?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
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<thead>
<tr>
<th>Activities</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are residents able to join in with household tasks like folding washing?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are there activities on each day?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Can residents walk around outside on their own?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are residents sitting in front of the TV or are they active and engaged?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are there rummage boxes around?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
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</tbody>
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<thead>
<tr>
<th>Health</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can residents get help with eating and drinking?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>How often does the home review residents’ medication?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Does the home offer help if a resident needs assistance taking medication?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Do GPs visit the home regularly?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Staff</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
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</thead>
<tbody>
<tr>
<td>Are staff trained to identify when a resident might be unwell?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are staff trained to spot when someone needs to go to the toilet?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Do the staff have any dementia specific training/experience?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Will your loved one have a member of staff specifically responsible for their care?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
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<table>
<thead>
<tr>
<th>Approach to care</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the home follow a specific approach to dementia therapy, for example, validation therapy?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Will the home keep you informed about changes to your loved one’s care?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Does the home have a specific approach to end of life care?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Does the home keep up to date with best practice in dementia care?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
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*See page 46.
Help with caring for someone

Providing unpaid care for relatives or friends when they are in need is a role that most of us will undertake at some point in our lives. In Stoke-on-Trent, it is estimated there are over 27,300 informal/unpaid carers with thousands more across the Staffordshire region.

Source: Office for National Statistics, United Kingdom Census, 2011.

Caring for someone covers lots of different things, like helping with washing, dressing, eating or taking them to regular appointments. It can include emotional support and keeping an eye on someone to ensure they are safe.

There is help available for people in Stoke-on-Trent who are in an unpaid caring role. This is called a carers’ assessment. To request an assessment, ring 0800 561 0015. Carers are also entitled to an advocate to support them through the process, if they need one.

This assessment will consider the impact that caring has on the carer’s health and wellbeing and the things that they want to achieve in their life, such as work, study or getting out and about more. If the carer’s assessment identifies a need for support, the carer will receive a support plan, which shows their needs and how these will be met. The Council has a duty to provide personalised information and advice to meet any needs which are not eligible for funded support.

Children and young people under the age of 18 who are looking after someone are called young carers and are protected by legislation.

The Carers Hub is commissioned by Stoke-on-Trent City Council and Staffordshire County Council in partnership with the NHS. The hub provides a free of charge service to all unpaid adult and young carers across Staffordshire; including carers who live out of the area but who provide care for someone living in Staffordshire.

To register yourself or someone else with the Carers Hub, or to find out more information, use the contact details below:

Tel: 0330 123 1937
Email: info@thecarershub.co.uk
Web: www.thecarershub.co.uk

If you would prefer to speak to someone face-to-face, visit the Carers Hub Stoke-on-Trent drop-in office:

The Bridge Centre, Birches Head Road ST2 8DD (9.00am to 5.00pm, Monday to Friday).

The NHS Carers Direct Helpline is a support service for people who look after someone else. It can give carers information covering all aspects of caring, including advice and support, benefits, local services and more.

Tel: 0300 123 1053

Refer to the useful contacts on page 52 for more organisations that can provide support for carers.

Respite care

Carers may need a break from their caring responsibilities from time to time. This may be achieved by the person who is being cared for attending a day centre or care home, or by having a care worker visiting the person’s home to take over the caring role. This is known as ‘respite care’ and may be a regular break of a few hours, a week or a period of a few weeks.

Respite care is considered a service for the person being looked after, so any financial contribution from the Council will be based on their assessment.

If an assessment has been completed and respite care is recommended, there is a flat rate amount to pay. A financial assessment will not be required unless a form of permanent care is likely to be required.
Search for care at www.carechoices.co.uk to find support in your area

If you are a carer living in Stoke-on-Trent and respite care is required urgently, please contact 0800 561 0015 or 01782 234234 between the hours of 5.00pm and 8.30am.

Staffordshire
If you receive respite care, there is a financial assessment to determine how much, if any, you will be asked to pay towards the cost of your care and support.

Respite care is considered a service for the person being cared for, so any financial contribution from Staffordshire County Council will be based on their assessment. The value of your house is disregarded in the financial assessment.

Resource for those supporting disabled children

‘My Family, Our Needs’ is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit www.myfamilyourneeds.co.uk

Where to go for independent advice and guidance

Advocacy

Advocacy aims to:

• ensure your voice is heard and listened to;

• find out your views, wishes and aspirations and put these across to the people who need to know; and

• ensure you can make your own choices in life and have the chance to be more independent. This does not mean doing everything by yourself, it means being in control of your life and decisions relating to you.

Advocacy is independent support that is time-limited and free at the point of request.

Who might need an advocate?

Local authorities have a duty to involve you (if you are aged 14 or over) and your carer in making decisions about your care and support. This means supporting you to understand the care and support process, how you can be involved and take part and how/if you can lead or direct the process.

All local authorities must arrange an independent advocate if:

• you have substantial difficulty being involved in decisions around your care and support; and

• there is no appropriate individual available to support and represent your wishes.

Who can act as an independent advocate?

An independent advocate must be experienced, qualified and must be independent of the local authority, NHS and other health care providers. You can choose an appropriate individual to be your advocate. Alternatively, professional advocates are available.

What is Independent Mental Capacity Advocacy (IMCA)?

An advocate who has been training in the Mental Capacity Act is called an IMCA.

If you are 16 or over and have been formally assessed to lack mental capacity, and have no appropriate friends or family to consult, then you must have an IMCA present when you need to make a decision about:

• a serious medical treatment;
• where you live;
• whether a Deprivation of Liberty Safeguards (DoLS)* needs to be applied; and
• having someone else making decisions on your behalf about what is best for you, i.e. a doctor or care manager.

*DoLS is set to be replaced by the Liberty Protection Safeguards. Contact your local Adult Social Care department for more information.

What is Independent Mental Health Advocacy (IMHA)?
The IMHA service is a specialist type of mental health advocacy.

An IMHA should be provided for you if you are:
• detained under the 1983 Mental Health Act as revised (even if on leave of absence from the hospital) apart from patients detained under sections 4, 5(2), 5(4), 135 or 136;
• conditionally discharged or a restricted patient;
• subject to guardianship; or
• under a supervised Community Treatment Order.

If you are not covered by any of the above but meet any of the following criteria, you are also eligible:
• if you are being considered for a treatment to which Mental Health Act Section 57 applies (i.e. treatments requiring consent and a second opinion);
• if you are liable to be detained under the Act; or
• if you are under 18 and being considered for Electro-Compulsive Therapy or any other treatment to which Section 58A applies (i.e. treatments requiring consent or a second opinion).

Independent Health Complaints Advocacy
If you want to complain about an NHS service, or someone wants to make a complaint on your behalf, the NHS Complaints Advocacy can support you. The service aims to help you understand your options and support you through the NHS complaints process. Support will be agreed with you and an advocate will work with you to ensure you get the best possible resolution to your complaint.

Stoke-on-Trent
The Council commissions an advocacy service through Asist.

Asist
Tel: 01782 845584

For more information about advocacy services in Stoke-on-Trent, use the contact details below:

Stoke-on-Trent Adult Social Care Contact Centre
Tel: 0800 561 0015
Email: social.care@stoke.gov.uk

Staffordshire
There is a range of specialist advocacy services in Staffordshire. You can find details by visiting www.staffordshireconnects.info

Refer to the useful contacts on page 52 for more organisations that can provide advocacy services.

Legal advice
A solicitor can give you independent advice about wills, making gifts and managing your property. Some can also offer guidance on immediate and long-term care plans.

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions on your behalf when you are unable to do so.

This includes making decisions about consent to healthcare and/or medical treatment, your property and/or your financial affairs. An LPA is only valid once registered with the Office of the Public Guardian.

If you are unable to make a decision and do not have an LPA, the Court of Protection can issue Orders...
concerning your property and financial affairs. This procedure can be a slow and expensive process, so it is advisable to arrange and prepare an LPA in advance.

An ‘advance statement’ allows you to communicate your wishes regarding future medical treatment, but it is not legally binding and therefore, does not have to be followed. You may instead wish to make a living will, otherwise known as an ‘advance decision’, detailing the treatment that you do not want to receive in specified circumstances. Advance decisions are legally binding and must be followed.

Checking the quality of your care

Inspecting and regulating care services

Health and social care services must be registered to show that they meet a set of standards.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC’s five key questions: Is the service safe? Effective? Caring? Responsive to people’s needs? Well-led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit www.cqc.org.uk/share

Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk
Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Healthwatch

Healthwatch Stoke-on-Trent and Healthwatch Staffordshire are the independent champions for people using local health and social care services.

Healthwatch listens to what you like about services and what could be improved, share its views with those with the power to make changes. You can also speak to Healthwatch to find information about health and social care services available locally.

The sole purpose of Healthwatch is to help make care better for you.

You can anonymously share your story and thoughts about doctors, hospitals, opticians, dentists, outpatients and other health and social care services in Stoke-on-Trent to the Healthwatch Feedback Centre. Your story has the power to make change happen.

To see how Healthwatch uses your stories, visit www.healthwatchstokeontrent.co.uk/GDPR
For information about how to make a complaint to the local authority, see page 48.

SARCP

SARCP represents a number of independent providers, including care homes and home care agencies throughout the county. The aims are to promote high quality care and to represent the membership – and their clients – in regular meetings with, for example, social care and health departments and clinical commissioning groups.

SARCP supports local independent care providers to access training and provides up-to-date information to ensure compliance with the Care Quality Commission. Events are arranged covering new legislation, innovative themes and an opportunity for networking.

Individual independent care providers strive to obtain and maintain a good reputation as this is the foundation for delivering good quality care that is sustainable. If you require social care, including residential, nursing care, home care or services during the day, then your Adult Social Care department may be able to assist with funding. You may also qualify for certain welfare benefits.

Should you need further clarification regarding the above – or any aspect relating to care – then please contact:

SARCP
Offices 23/24, Brookside Business Park,
Cold Meece, Near Stone ST16 0RZ
Tel: 01785 760070
Email: chairman@sarcp.com
Web: www.sarcp.com

Stoke-on-Trent City Council – Quality Monitoring and Improvement Team

The City Council operates to commission and procure high-quality, efficient and effective adult services.

The Quality Monitoring and Improvement Team ensures that services delivered on behalf of the Council and its health partners are of a good quality and deliver the desired outcomes for the Council’s residents.

Monitoring is carried out on a regular basis, using a variety of functions such as monitoring visits, monitoring returns, risk management, a close working partnership with the Care Quality Commission and the Healthwatch Enter and View programme.

Any concerns are taken up directly with the care provider and action plans can be put in place to address the issue(s).
Complaints, comments and compliments

Adult Social Care is here to support and listen to complaints, comments and compliments. You should feel able to complain about any aspect of your care or experience which affects your happiness, comfort and wellbeing. The Council will listen and consider how things can be improved. Making a comment or complaint will not put you at a disadvantage or place the services that you receive at risk.

Who can make a complaint?
You have the right to complain if you, a family member or someone close to you receives a social care service, has been refused a service or has been affected by a plan or decision. You should be aware that if you are making a complaint on behalf of the person receiving the service, the Council may need to seek their consent for you to do this.

How can you tell the Council what you think?
The Council aims to solve any problems as quickly as possible. It is best for you to initially contact the staff you have been dealing with or the manager of your care service. All registered providers have a complaints procedure, details of which must be made available to clients, residents, relatives and carers.

If you remain dissatisfied following the outcome, there are several options available to you. You may contact the Adult Social Care Complaints Manager or, if your concern is regarding a breach of regulation, the Care Quality Commission (see page 46 for contact details).

You can also complain to your local authority; Stoke-on-Trent City Council and Staffordshire County Council welcome your feedback, whether you have a complaint, comment or compliment.

You can also ask the Local Government and Social Care Ombudsman (LGSCO) to consider your case if you are not happy about how a service has dealt with your complaint about care or an experience that you have had. However, the LGSCO will ask the local authority to resolve a complaint locally before getting involved. If you are a self-funding resident within a care setting, you need to contact the LGSCO in the first instance if you have a complaint.

Stoke-on-Trent
You should contact the member of staff that has been supporting you in the first instance. If you still feel unsatisfied after receiving this response, complete the online customer feedback form which can be found on the Council’s website. Alternatively, you can contact the Customer Feedback Team:

Tel: 01782 234234
Email: customer.feedback@stoke.gov.uk
Web: www.stoke.gov.uk/customerfeedback

Staffordshire
You should contact the member of staff that has been supporting you in the first instance. If you still feel unsatisfied after receiving this response, contact the Staffordshire County Council Customer Feedback and Complaints Team:

Tel: 0300 111 8004
Email: complaintsandcustomerfeedback@staffordshire.gov.uk
Web: www.staffordshire.gov.uk

Local Government and Social Care Ombudsman
PO Box 4771, Coventry CV4 0EH
Tel: 0300 061 0614
Web: www.lgo.org.uk
Further information online

There is a lot of information available online which can help your health and wellbeing. Free computer access, internet access and computer skills training are available in all libraries across Stoke-on-Trent:

**Bentilee Library**
Bentilee Neighbourhood Centre, Dawlish Drive ST2 0EU
Tel: 01782 231315

**City Central Library**
Bethesda Street, Hanley ST1 3RS
Tel: 01782 238455

**Longton Library**
Sutherland Institute, Lightwood Road ST3 4HY
Tel: 01782 238424

**Meir Library**
Sandon Road ST3 7DJ
Tel: 01782 237559

**Stoke Library**
Stoke Local Centre, South Wolfe Street ST4 4SZ
Tel: 01782 238446

**Tunstall Library**
Victoria Institute, The Boulevard ST6 6BD
Tel: 01782 238471

To find libraries in the wider Staffordshire County, ring 0300 111 8000 or visit [www.staffordshire.gov.uk/libraries](http://www.staffordshire.gov.uk/libraries)

There is a lot of information available online which can help your health and wellbeing. Free computer access, internet access and computer skills training are available in all libraries across Stoke-on-Trent:

**Stoke-on-Trent City Council website**

You can easily find information about care and support available in Stoke-on-Trent via the Council’s website at [www.stoke.gov.uk](http://www.stoke.gov.uk) (click ‘adult care and wellbeing’).

You can find information about:
- how to report abuse and neglect;
- social care assessments;
- types of support available;
- paying for care and support;
- how to live independently, including finding out about Lifeline and Telecare technology;
- activities to help you live a healthy lifestyle;
- how to apply for welfare benefits;
- help with budgeting; and
- how to sign up for email newsletters on various topics such as dementia care, disability-friendly

activities, community and resident associations and much more.

If you register for a MyStoke online account, you can manage and pay your Council Tax and benefits online and report issues such as fly tipping, litter, graffiti and fraud. You will also receive updates from services about any issues you have reported. You can register an account at [www.stoke.gov.uk/myaccountpage](http://www.stoke.gov.uk/myaccountpage)

The MyStoke mobile app is available for both iOS (Apple) and Android (Google Play). The app gives you additional ways to stay in touch and up to date with Council services.
Stoke-on-Trent Community Directory

The Council has created an online community directory. The directory contains details about local community groups, voluntary organisations and private companies who can help you stay healthy and independent for longer. The directory can be used to find local support for:

- help with caring for someone;
- help at home;
- things to do in your community;
- help with money, benefits and employment;
- adult education;
- health, mental health and wellbeing;
- information and advice;
- travel; and
- keeping safe.

Groups and organisations can be searched for through group type, location, age group and targeted health conditions.

The Stoke-on-Trent Community Directory can be accessed via
www.stokecommunitydirectory.co.uk

Staffordshire County Council website

You can easily find information about care and support available in the wider Staffordshire area via Staffordshire County Council’s website at www.staffordshire.gov.uk/Care-for-adults

The myStaffs mobile app is available for both iOS (Apple) and Android (Google Play). The app gives you additional ways to stay in touch and up to date with Staffordshire County Council services.

Staffordshire Connects

Staffordshire Connects is an online directory providing details about hundreds of different care and support services, organisations, local activities, events, clubs and community groups taking place across the wider county.

Staffordshire Connects can be accessed via www.staffordshireconnects.info

NHS website

The NHS website is the UK’s biggest health website, connecting you to information and local services. It provides medical information, a self-help guide, a symptom checker and a useful A-Z health encyclopaedia. There is also a telephone advice line, which you can call when you need medical help quickly, but not in an emergency; dial 111 or visit www.nhs.uk

NHS One You website

‘One You’ provides tips, tools, support and encouragement to help improve your health. It helps you to find the right balance to make changes that fit your lifestyle and help to make you feel good.

Areas of help include:

- anxiety;
- low mood;
- stress;
- sleep;
- quit smoking;
- drink less;
- eat better;
- move more;
- diabetes;
- sexual health;
- lose weight;
- check your health;
- helping others; and
- urgent support.
NHS mobile apps

The following mobile apps are available for both iOS (Apple) and Android (Google Play):

- NHS App.
- NHS Smoke Free.
- Active 10.
- Drink Free Days.
- Couch to 5K.
- Easy Meals.

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you’re considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 46), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Recite Me’ function. Visit www.carechoices.co.uk

Useful contacts

Staying safe

For more information, refer to page 5.

Glow
If you are experiencing abuse of any kind in your relationship, Glow can help. Whether it is supporting you to stay safe where you are now, or help to find immediate safe accommodation.
Tel: 0330 094 5559
Email: support@findtheglow.org.uk
Web: www.findtheglow.org.uk

Staffordshire Victims Gateway Service
A free and confidential service that provides information, advice or practical and emotional support to all victims of crime in Staffordshire, even if you haven’t reported the crime to the police.
Tel: 0330 088 1339
Email: help@staffsvictimsgateway.org.uk
Web: www.staffsvictimsgateway.org.uk

National

Action on Elder Abuse (AEA)
Works to protect and prevent the abuse of you if you are a vulnerable older adult.
Tel: 0808 808 8141
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk
Advocacy support

For more information, see ‘Advocacy’ beginning on page 44.

Asist
Support if you need advocacy under the Mental Health Act.
Tel: 01782 845584 • Email: enquiries@asist.co.uk
Web: www.asist.co.uk

Beth Johnson Foundation
The Dementia Advocacy Project has been developed to support people at a most vulnerable time in their lives when they have been diagnosed with dementia.
Tel: 01782 844036
Email: admin@bjf.org.uk
Web: www.bjf.org.uk

Carer support

For more information, refer to page 43.

CASS The Carers Association
CASS is a registered charity providing advice, information and support to those who care for a loved one in South Staffordshire.
Tel: 01785 222365
Email: enquiries@carersinformation.org.uk
Web: www.carersinformation.org.uk

North Staffs Carers’ Association
Offers information, training and ongoing support to carers of all ages, ensuring that each case is treated in a confidential manner.
Tel: 01782 793100
Email: info@carersfirst.com
Web: www.carersfirst.com

National

Carers Trust
The largest provider of comprehensive carers’ support services in the UK.
Tel: 0300 772 9600 • Email: info@carers.org
Web: www.carers.org

Carers UK
The voice of carers.
Tel: 0808 808 7777 • Email: info@carersuk.org
Web: www.carersuk.org

Drug and alcohol support

For more information refer to page 14.

Al-Anon Family Groups
Worried about your or someone else’s drinking? Help and hope for families and friends of alcoholics.
Helpline: 0800 008 6811 (10.00am to 10.00pm daily).
Email: enquiries@al-anonuk.org.uk
Web: www.al-anonuk.org.uk

FRANK
Facts, support and advice on drugs and alcohol. Search the drugs A-Z, read helpful blog posts and find a support centre near you.
Tel: 0300 123 6600 (24 hours a day, seven days a week).
Text: 82111
Web: www.talktofrank.co.uk

Support for older people

Age UK Staffordshire
Age UK Staffordshire is an independent local charity. It is the largest voluntary sector provider for older people in Staffordshire and has been working in the local community to help older people for over 40 years through a wide range of services, activities and events.
Tel: 01785 788477
Email: info@ageukstaffordshire.org.uk
Web: www.ageuk.org.uk/staffordshire
Beth Johnson Foundation
The Healthy Generations Project helps people aged 50 years and over manage their health and wellbeing using digital technology.
Tel: 01782 844036 • Email: admin@bjf.org.uk
Web: www.bjf.org.uk

CareLink
Provides a free befriending service, over the phone and face-to-face, small community social friendship groups, trips and activities, help to maintain healthy and independent living and support to link you with community groups to reduce loneliness and isolation.
Tel: 01782 810320 (ext. two)
Email: carelink@saltbox.org.uk
Web: www.saltbox.org.uk/carelink

Friends of the Elderly
A charity that will support you if you are an older person with a range of practical needs.
Tel: 0207 730 8263
Email: enquiries@fote.org.uk
Web: www.fote.org.uk

Healthy, Happy Lives
A Royal Voluntary Service programme aims to give all older people, whatever their ability, the tools to help them shape and have more control over their later life experiences. An evidence-based set of activities has been designed to help achieve this.
Tel: 01782 917938
Email: staffordshirehub@royalvoluntaryservice.org.uk

Independent Age
Advice on home care, care homes, NHS Services, housing and other issues.
Tel: 0800 319 6789
Email: advice@independentage.org
Web: www.independentage.org

Silver Line, The
The Silver Line is a free national confidential helpline providing information, friendship and advice to you and other older people, open 24 hours a day, every day of the year.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

End of life care and support
For more information, see ‘End of life care’ beginning on page 39.

Douglas Macmillan Hospice
Specialist palliative care provider for adults in North Staffordshire, Stoke-on-Trent and the surrounding villages.
Tel: 01782 344300 (24 hours a day, seven days a week).
Email: post@dmhospice.org.uk
Web: www.dmhospice.org.uk

Katharine House Hospice
Provides end of life care and support in mid-Staffordshire.
Tel: 01785 254645 • Web: www.khhospice.org.uk

National

Hospice UK
A charity for you if you are involved in palliative, end of life or hospice care.
Tel: 0207 520 8200
Web: www.hospiceuk.org

Tell us what you think
☑️ What have you found useful?
☑️ What could we do better?

Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey

www.carechoices.co.uk for further assistance with your search for care
Disability Support

For more information, see ‘Specialist care’ beginning on page 36.

Disability Solutions West Midlands
A Disabled Peoples User Led Organisation (DPULO) that aims to help you if you are living with a disability in North Staffordshire to fully engage with the demands of today’s society.
Tel: 01782 638300
Web: www.disabilitysolutions.org.uk

Learning disability and/or autism support

For more information, see ‘Learning disability’ beginning on page 36.

British Institute of Learning Difficulties (BILD)
Committed to improving your quality of life if you have a learning disability.
Tel: 0121 415 6960
Email: enquiries@bild.org.uk
Web: www.bild.org.uk

Lifeworks Staffordshire
Charity supporting high-functioning individuals, from the age of 14 years and over, who are on the autistic spectrum, or who think they are on the spectrum but do not yet have a formal diagnosis, to achieve a sustainable lifestyle.
Tel: 01782 615222
Email: info@lifeworksstaffordshire.org.uk
Web: www.lifeworksstaffordshire.org.uk

Sensory impairment support

For more information, see ‘Services for people with a sensory need’ beginning on page 37.

Beacon for the Blind
Supporting people living with sight loss to thrive and live more independent lives for more than 140 years. From employment and life skills, sport and leisure activities through to the latest equipment and assistive technological aids.
Tel: 01902 880111
Email: staffs@beaconvision.org
Web: www.beaconvision.org

DEAFvibe UK
DEAFvibe supports people who are deaf, deafened, hard of hearing or deafblind, as well as their families, friends and carers in Stoke-on-Trent and Staffordshire. Services include a café session, HUB sessions on a one-to-one basis and ‘The VIBE’, a peer-to-peer support group to promote inclusion and reduce isolation.
Tel: 07923 489800
Email: info@deafvibe.co.uk
Web: www.deafvibe.co.uk

cancer support

Beth Johnson Foundation
The Staffordshire Cancer Support Programme provides free, community-based and one-to-one support to adults living with and beyond cancer.
Tel: 01782 844036
Email: admin@bjf.org.uk
Web: www.bjf.org.uk
Dementia support

For more information, see page 40.

**Approach Dementia Advisory Service**
Advice, information and support services if you are diagnosed with dementia. Dementia awareness training for carers is also provided.
Tel: **01782 214999**
Email: enquiries@approachstaffordshire.co.uk
Web: www.approachstaffordshire.co.uk

**Alzheimer’s Society**
Leading the fight against dementia. The National Dementia Helpline can provide information, support, guidance and signposting to other appropriate organisations.
Tel: **0300 222 1122**
Email: enquiries@alzheimers.org.uk
Web: www.alzheimers.org.uk

**Dementia Adventure**
Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.
Tel: **01245 237548**
Email: info@dementiaadventure.co.uk
Web: www.dementiaadventure.co.uk

**Dementia UK**
A helpline for anyone with a question or concern about dementia.
Tel: **0800 888 6678**
Email: helpline@dementiauk.org
Web: www.dementiauk.org

Mental health support

For more information, see page 38.

**Brighter Futures: Staffs Mental Health Helpline**
A confidential service if you feel concerned, worried, stressed or low, or if you are worried about someone you know.
Tel: **0808 800 2234**
Text: **07860 022821**
Email: staffordshire.helpline@brighter-futures.org.uk
Web: www.brighter-futures.org.uk

**Changes**
A user-led mental health charity providing a unique recovery service if you are in mental distress in North Staffordshire.
Tel: **01782 413101**
Email: stoke@changes.org.uk
Web: www.changes.org.uk

**Dove Service, The**
Specialist counselling, training and support for people who have been affected by grief through bereavement, loss or a life changing/limiting illness.
Tel: **01782 683155**
Email: enquiries@thedoveservice.org.uk
Web: www.thedoveservice.org.uk

**North Staffs Bipolar Support Group**
A national network of local groups run by Bipolar UK that have met for 25 years. Monthly meetings are friendly, confidential and informal. Offers peer support through group discussion, useful information and guidance on managing mood swings.
Tel: **0333 323 3885**
Email: northstaffs@bipolarukgroups.org
Web: www.bipolaruk.org

**Samaritans Stoke and Newcastle**
Helpline available 24 hours a day, 365 days a year for anyone who needs someone to talk to.
Tel: **116 123** (free from any phone).
Email: jo@samaritans.org.uk
Web: www.samaritans.org
Other services that aim to improve health and emotional wellbeing

For more information, see ‘Services that can help keep you healthy and well’ beginning on page 12.

Hygiene Bank Staffordshire, The
Distributing all types of hygiene and personal care products to the most vulnerable individuals in the local community via charitable, government and community organisations.
Tel: 07811 969575
Email: thbstrokeontrent01@gmail.com
Web: www.thehygienebank.com

MHA: Stoke North Live at Home Scheme
Provides activity groups if you live in the Stoke North area and are over 55.
Tel: 01782 816662
Email: StokeNorth.LiveatHome@mha.org.uk
Web: www.mha.org.uk/live-home/live-home-near-me/stoke-north

Middleport Matters Community Trust
A local, not-for-profit organisation whose aim is to support Middleport to become a safe, thriving and welcoming place for everyone. The trust works towards improving the local environment and empowering residents to create positive change and reduce isolation.
Tel: 01782 817590
Email: info@middleportmatters.co.uk
Web: www.middleportmatters.co.uk

Staffordshire Wildlife Trust
Offers indoor- and outdoor-based volunteer opportunities, including reserve work parties, helping at the café at Westport Lake or with educational and family activities across Stoke-on-Trent.
Tel: 01889 880100
Email: info@staffs-wildlife.org.uk
Web: www.staffs-wildlife.org.uk

Stoke City Community Trust
Connecting Stoke City Football Club with its local community. The trust provides a wide range of activities for all abilities and members of the community, using the assets of Stoke City Football Club to help inspire positive change.
Tel: 01782 592252
Email: community@stokecityfc.com
Web: www.stokecityfc.com

Veteran support

Royal British Legion, The
From sports-based rehabilitation courses and careers advice to dedicated care homes for older veterans, The Royal British Legion is here to ensure every member of the Armed Forces community receives the support they need.
Tel: 0808 802 8080
Email: info@britishlegion.org.uk
Web: www.britishlegion.org.uk (live chat available).

Veterans’ Gateway
Support for you and your family if you are a veteran. Includes seeking support in healthcare, housing, employability, finances, personal relationships and more.
Tel: 0808 802 1212
Text: 81212
Web: www.veteransgateway.org.uk (live chat available).

Search for care in your area

www.carechoices.co.uk

With so many providers to choose from, where do you start?

• Find care providers quickly and easily
• Search by location and care need
• Information on care quality
• Links to inspection reports
• Additional information, photos and web links
• Brochure requests

Search for care at www.carechoices.co.uk to find support in your area
Money and housing support

**Beat the Cold**
An independent charity working to reduce the incidence of cold related illness and fuel poverty.
Tel: 0800 389 2258 or 01782 683813
Email: enquiries@beatcold.org.uk
Web: www.beatcold.org.uk

**Citizens Advice – Staffordshire North and Stoke-on-Trent**
Confidential and impartial advice on topics including money management, housing, immigration, relationships, benefits and consumer issues.
Tel: 0300 330 9062
Email: advice@snscab.org.uk
Web: www.snscab.org.uk

**Emmaus Furniture Mine**
The oldest and largest furniture and household charity shop in North Staffordshire. The service provides free collections of reusable goods and selective house clearances for free. Its Hanley shop is open to the public six days a week.
Tel: 01782 846111
Email: info@emmausnorthstaffs.org.uk
Web: www.emmaus.org.uk/northstaffs

**FirstStop Advice**
Advice and information on all aspects of care accommodation, housing, finance and rights if you are an older person.
Advice line: 0800 377 7070
Email: info@firststopcareadvice.org
Web: www.firststopadvice.org.uk

**Paying for Care**
A not-for-profit charity helping you to understand what each type of care offers and the cost of information on paying for care.
Web: www.payingforcare.org

**Pension Service, The**
Provides information about pensions and other pensioner benefits.
Tel: 0800 731 7898 • Textphone: 0800 731 7339
Web: www.gov.uk/contact-pension-service

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**Umbrella bodies**

**VAST**
A charity working to oversee the growth of local voluntary and community sector organisations.
Email: info@vast.org.uk • Web: www.vast.org.uk

**Stoke-on-Trent**
The Dudson Centre, Hope Street, Hanley ST1 5DD
Tel: 01782 683030

**Stafford**
The Hub, 17 Eastgate Street ST16 2LZ
Tel: 01785 283400

**National**

**Association of Charitable Organisations**
A national umbrella body for benevolent charities.
Tel: 0207 255 4480
Email: info@aco.uk.net
Web: www.aco.uk.net

**United Kingdom Home Care Association (UKHCA)**
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Tel: 0208 661 8188
Email: helpline@ukhca.co.uk
or policy@ukhca.co.uk
Web: www.ukhca.co.uk
Aston Home Care is a family owned care provider with over 2 generations of experience within the care sector. We specialise in domiciliary care for the elderly, to ensure they receive the best possible care and companionship with special considerations that meets their individual needs.

Our services include:

- Complex Care
- Holiday Care
- Hospital to Home
- Live-in Care
- Night Care
- Palliative Care
- Personal Care
- Social Companionship

At Aston Home Care, we also donate a percentage of all care profits to a well-known cancer support charity to help ensure the care and support they offer continues across the UK.

Contact us today for more info on the care and support we offer.

Care as unique as you are

At Essential Health we’re proud to provide truly personal home care and domiciliary care services for clients in their own homes across Stoke-on-Trent.

Our Services include:

- Personal care needs
- Preparation of meals and snacks
- Personal activities
- Domestic and household services
- Specialised care
- Recuperation
- Care at night
- Palliative care
- Supported Living
- Use of equipment

01782 914114
info@esshealth.co.uk • www.esshealth.co.uk
Pennant House, Salem Street, Etruria, Stoke-on-Trent, Staffordshire ST1 5PR
25 Park Road, Cannock, Staffordshire WS11 1JN

Do you need a helping hand?

With care visits available from 30 minutes all the way up to full-time live-in care, we provide personalised home care packages to support you in Staffordshire.

With over 30 years’ experience, we’ll support you with anything you need to live independently in the home you know and love, including:

- ✓ Personal care
- ✓ Getting out and about
- ✓ Housekeeping
- ✓ Short-term care

Looking for care? 0808 274 2935

For more information www.helpinghands.co.uk
Your home is where you feel the most comfortable and the happiest. It’s the place you know the best. Why would you move away from the place you love if you are faced with needing some extra care and support when you age? If you want to stay living comfortably at home, we can help you make that choice an informed one.

Contact us for more information
Home Instead Senior Care
B3 Trentham Business Quarter, Bellringer Road, Trentham Lakes, Stoke on Trent, Staffordshire ST4 8GB
Telephone: 01782 966720
Email: newcastle@homeinstead.co.uk
Website: www.homeinstead.co.uk/newcastleunderlyme

At Unique Care Provider we guide our clients through every aspect of running their own support team, to provide appropriate and specialist care, eliminating dependence on costly solicitors. We work with families of spinal and brain injury survivors with complex physical and cognitive impairment, delivering a wide range of services that would otherwise need to be completed by a legal firm or case management company at large cost to the Trust Fund. We are also fully accredited by the Care Quality Commission (CQC).

UCP can help you to:
- Find the right solicitor – and give you the knowledge to manage the non-legal requirements
- Take control of your loved one’s Trust Fund to ensure they receive the most from it
- Calculate and understand the statutory benefits you’re entitled to
- Access to local care facilities and support networks
- Access realistic, affordable property adaptations and specialist vehicles
- Access and understand the medical equipment your loved one requires
- Implement and manage a care team

We can work with you on an hourly rate, or on a project-by-project basis, so you only pay for the services you receive, with no contract or minimum charge.

T: 01827 383 855  E: info@uniquecareprovider.co.uk  W: www.uniquecareprovider.co.uk

Toni Mousley
Owner of UCP

We believe that care matters and we are committed to providing the highest quality health care services across Staffordshire.

“Excellent service. I cannot recommend this company enough.”
Review published on carehome.co.uk • 20-11-19  9/10 Review Score
Bluebird Care (Mid Staffs)
Cannock
Tel: 01543 505262

Bluebird Care (Stafford)
Stafford
Tel: 01785 337711

Bluebird Care (Stoke-on-Trent)
Fenton
Tel: 01782 417718

Brighter Days Staffordshire Ltd
Tamworth
Tel: 01827 67779

Brooklands House
Stafford
Tel: 01785 249175

Brunel Court
Wolverhampton
Tel: 01902 893315

Camoy’s Court
Stoke-on-Trent
Tel: 01782 838951

Canal Side
Stoke-on-Trent
Tel: 07455 350855

Care Company – Stoke, The
Stoke-on-Trent
Tel: 01782 757607

Care Company, The
Gnosall
Tel: 01785 748259

Care Cover 24/7
Wolverhampton
Tel: 01902 255083

Care Homes Stoke Ltd
Stoke-on-Trent
Tel: 01782 815182

Care In Stoke Ltd
Stoke-on-Trent
Tel: 01782 286777

Care O.W.L. Ltd
Walsall
Tel: 01543 453912

Care Plus
Stafford
Tel: 01785 312119

Care Promise Ltd
Stafford
Tel: 01785 227792

Care Services Kidsgrove
Stoke-on-Trent
Tel: 01782 772449

Caremark Cannock Chase and South Staffordshire
Cannock
Tel: 01543 466266

Caretech Community Services Hanley DCA
Stoke-on-Trent
Tel: 07585 900728

Careview Caring Support Services Ltd
Stoke-on-Trent
Tel: 01782 515495

Caring Hands
Lichfield
Tel: 01543 420580

Catherine Care
Cannock
Tel: 01922 415888

Catherine Care Ltd
Walsall
Tel: 01922 415888

Chase Care and Support Services Hednesford
Cannock
Tel: 01543 877197

Choices Housing Association
Newcastle-under-Lyme
Tel: 01782 254000

Choose Your Care
Newcastle-under-Lyme
Tel: 01782 618357

Visit www.carechoices.co.uk for further assistance with your search for care
Comfort Call – Maple West
Stoke-on-Trent
Tel: 01782 818310

Comfort Call – Stoke
Stoke-on-Trent
Tel: 01782 273607

Comfort Call – Willow Barns
Stoke-on-Trent
Tel: 01782 325705

Committed2Care Ltd
Tamworth
Tel: 01827 64499

Community Care Worker Ltd
Tunstall
Tel: 01782 817920

Compassion First Care Ltd
Newcastle
Tel: 01782 437676

Creative Support Stoke-on-Trent (Learning Disabilities)
Stoke-on-Trent
Tel: 01782 620553

CRG Homecare – Stoke
Stoke-on-Trent
Tel: 01782 365017

Crossroads Care Staffordshire
Shelton
Tel: 01782 268391

CrucialCare Ltd
Stone
Tel: 07403 347410

CSPC Healthcare Ltd
Cannock
Tel: 01543 495695

Custom Care (Cannock)
Cannock
Tel: 01543 502166

Daycare Domiciliary Services
Stoke-on-Trent
Tel: 01782 343133

Desire Care – Burton
Burton-on-Trent
Tel: 01283 777300

Diversity Care – 6A Market Street
Tamworth
Tel: 01827 68011

Diversity Health and Social Care Services
Stoke-on-Trent
Tel: 01782 829924

Elite Domiciliary Care PVT Ltd
Stoke-on-trent
Tel: 01782 698620

Embrace Quality Care Ltd
Stafford
Tel: 01785 254645

Empowerment Care Ltd
Stoke-on-Trent
Tel: 07906 164708

Essential Health Ltd
Stoke-on-Trent
Tel: 01782 914114

Essential Health Ltd Cannock
Cannock
Tel: 01782 914114

Evolving Care Ltd – Staffordshire
Newcastle
Tel: 01782 307600

Executive Care Agency Ltd
Lichfield
Tel: 01543 417433

Falcon Carers
Stafford
Tel: 01785 748872

Families Care
Leek
Tel: 01538 398401

First Call Homecare Ltd
Newcastle
Tel: 01782 616734

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Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism

User Bands
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs

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Search for care at www.carechoices.co.uk to find support in your area
Home care agency listings continued

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<th>Freedom and Lifestyle Ltd</th>
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Service | OP Older people (65+) | D Dementia | PD Physical disability | LDA Learning disability, autism | SI Sensory impairment | YA Younger adults | AD People who misuse alcohol or drugs |

Visit www.carechoices.co.uk for further assistance with your search for care
<table>
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<th>Company</th>
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**Service Bands**
- OP Older people (65+)
- D Dementia
- PD Physical disability
- LDA Learning disability, autism
- MH Mental health
- SI Sensory impairment
- YA Younger adults
- AD People who misuse alcohol or drugs

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area
Lilyrose Care Group Ltd – Staffordshire
Stoke-on-Trent
Tel: 01782 960305  OP PD LDA MH SI AD

Linfield Care Ltd – 37a-38a Eastgate Street
Stafford
Tel: 01785 220851  OP PD LDA MH SI

Lion Care Service
Stoke-on-Trent
Tel: 07740 076856  OP PD MH SI YA AD

Litch Care Services Ltd
Stoke-on-Trent
Tel: 01782 917749  OP PD LDA MH SI

Lord’s Care Solutions UK Ltd
Stafford
Tel: 0333 998 0899  OP D PD MH SI YA

LSC Nursing & Domiciliary Care Services Ltd
Stafford
Tel: 01785 213911  OP D PD LDA MH SI YA AD

Mears Care Stoke
Stoke-on-Trent
Tel: 01782 590020  OP D PD MH SI YA

Mediline Home Care Lichfield Branch
Lichfield
Tel: 01543 419641  OP D PD LDA MH SI YA

Mencap – Staffordshire Domiciliary Care Agency
Stafford
Tel: 01785 785830  YA

Mercy & Clara Healthcare Ltd
Stoke-on-Trent
Tel: 07445 141434  OP D PD LDA MH SI YA

Mill Rise
Newcastle-under-Lyme
Tel: 01782 662382  OP D PD LDA MH SI

Nexxus Care – Cannock
Cannock
Tel: 01543 506045  OP D PD LDA MH SI YA

Nexxus Care – Staffordshire
Stafford
Tel: 01785 223966  OP D PD LDA MH SI YA

Passion 4 Care
Stoke-on-Trent
Tel: 07872 495292  OP D PD LDA MH SI YA

Platinum Community Care Ltd
Burntwood
Tel: 01543 897827  OP YA

Prestige Nursing Staffordshire
Stoke-on-Trent
Tel: 01782 409170  OP D PD LDA MH SI YA AD

Pro-Vida Care
– Lichfield, Tamworth & surrounding areas
Tamworth
Tel: 01827 216172  OP D PD LDA MH SI YA

Promises of Care
Stoke-on-Trent
Tel: 0330 1331 567  OP D PD LDA MH SI YA

Prudent Health Services Ltd
Stoke-on-Trent
Tel: 07921 829005  OP D PD LDA SI

Quality Care (Staffordshire) Ltd
Stoke-on-Trent
Tel: 01782 950007  OP D MH SI YA

Radis Community Care
Beacon Park Village – Lichfield
Tel: 01543 261306  OP D PD LDA MH SI YA AD
Burton-on-Trent
Tel: 01283 531513  D PD LDA YA
Jubilee Court
Tel: 01785 216644  OP D PD LDA MH SI YA
Stoke-on-Trent
Tel: 01782 412200  OP D PD LDA MH SI YA AD
Tamworth
Tel: 01827 55354  OP D PD LDA MH SI YA AD

Radis Community Care (Specialist Services)
Tamworth
Tel: 0330 100 8150  OP D PD LDA MH SI YA AD

Rainbow Care Solutions (Staffordshire)
Cannock
Tel: 01543 721006  OP D PD LDA MH SI YA AD

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Visit www.carechoices.co.uk for further assistance with your search for care
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Home care agency listings continued

Tamworth Home Care Ltd
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Tel: 01827 262345  OP D PD LDA SI YA

Teasdale Healthcare Ltd
Newcastle
Tel: 01782 664895  OP D PD LDA MA SI YA

Tender Lasting Care Services Ltd
Stafford
Tel: 01785 532220  OP D PD LDA SI YA

TLC Homecare Services
Uttoxeter
Tel: 01889 566117  OP D PD MH SI YA

Triband Care Services Ltd
Stone
Tel: 07984 543582  OP D PD MH SI YA

ULTicare Ltd
Wolverhampton
Tel: 01902 862019  OP D PD MH SI YA

Umbrella Care (Midlands) Ltd
Leek
Tel: 07896 434822  D PD LDA SI YA

Unique Care Provider (UCP) Ltd
Tamworth
Tel: 01827 383855

Voyage (DCA) Staffordshire
Cannock
Tel: 07807 463389  OP PD LDA MH SI YA

Walsingham Support
– 18-20 Richmond Close Home Care & Support
Tamworth
Tel: 01827 311991  LDA YA

Wesleycare Ltd
Stafford
Tel: 07428 127608  OP D PD YA

West End Village
Stoke-on-Trent
Tel: 01782 413246  OP D PD MH SI YA

Willow Senior Care Ltd
Rugeley
Tel: 01889 800565  OP D PD SI

Willow Tree Healthcare Services Ltd
(Stoke-on-Trent Branch)
Stoke-on-Trent
Tel: 07388 825403  OP D PD YA

FOR INFORMATION ON HOME CARE AND HOW IT COULD HELP YOU, SEE PAGE 24.
Wetley Manor Care Home

- Excellent reputation since we were established in 1992
- Set in beautiful countryside yet still convenient for Stoke, Leek & Cheadle
- Purpose built home, all rooms are single, en-suite & ground floor

“Quality Care, Quality Home... Quality of life”

Call 01782 55 11 44 www.wetleymanor.co.uk
Email - wetleymanor@btinternet.com
Abbey Road (off Leek Road A520), Wetley Rocks, Stoke on Trent, ST9 0AS

THE LIMES RESIDENTIAL HOME

As one of Stoke’s longest established and respected Care Home, The Limes provides the highest standards of residential and dementia care.

The Limes is located in Fenton, Stoke on Trent and is ideal for people with mobility issues and also specialises in dementia care. The home manager and staff have established an outstanding reputation for providing quality care and the atmosphere within the home is a fine testament to their affectionate and skillful approach. Through our people we have been able achieve our aim of not making The Limes just an excellent Care Home, but a “Home from Home” for everyone who moves in.

Our facilities include:
- Modern En-suites including showers
- 24 hour nurse call
- 2 passenger lifts
- WIFI
- Newly built Orangery
- Beautiful and Secure garden

Blacklake Lodge RESIDENTIAL HOME

Blacklake Lodge Residential Home is committed to providing high quality care for older people.

The care home is set within five acres of secluded lawns and woodland. Complemented by a tailored care package suited to the needs of each resident and placing their dignity and rights at the forefront of our care.

We understand how difficult it is when someone can no longer live in their own home. We strive to enable people to keep their own routines, lifestyles and interests, making sure our clients enjoy their life in a way that they prefer. We also welcome regular visits from family and friends.

For further assistance and enquiries about our services please call us on 01782 388881 or email info@blacklakelodge.co.uk
www.blacklakelodge.co.uk
# Stoke-on-Trent Care Homes

## Agnes and Arthur
Moorland View, Bradeley, Stoke-on-Trent ST6 7NG  
Tel: 01782 811777  
**OP D PD MH SI**

## Alison House Care Home Ltd
7 Newton Street, Basford, Stoke-on-Trent ST4 6JN  
Tel: 01782 632698  
**OP D PD MH SI**

## Beeches, The
665 Uttoxeter Road, Meir, Stoke-on-Trent ST3 5PZ  
Tel: 01782 310649  
**OP D PD MH SI**

## Blacklake Lodge Residential Home
Lake Croft Drive, Stoke-on-Trent ST3 7SS  
Tel: 01782 388881  
**OP D PD**

## Blorton Road
134 Blorton Road, Blorton, Stoke-on-Trent ST3 2DG  
Tel: 01782 336357  
**LDA YA**

## Cambian – Eversley House
103 Upper Normacot Road, Stoke-on-Trent ST3 4QG  
Tel: 01782 333860  
**LDA MH YA**

## Cambian – Trent Valley Road
121 Trent Valley Road, Stoke-on-Trent ST4 5HN  
Tel: 01782 410280  
**LDA MH YA**

## Cauldon Place
1 Caledonia Road, Shelton, Stoke-on-Trent ST4 2DG  
Tel: 01782 275760  
**OP LDA**

## Cedars, The
2 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ  
Tel: 01782 269739  
**LDA MH**

## Cedars, The
73 Berwick Road, Stoke-on-Trent ST1 6ER  
Tel: 0808 102 6378  
**OP D**

## Chiltern Rest Home
23 Kingsfield Oval, Basford, Stoke-on-Trent ST4 6HN  
Tel: 01782 711186  
**OP D YA**

## Chimes Residential Home, The
6 St Christopher Avenue, Stoke-on-Trent ST4 5NA  
Tel: 01782 744944  
**OP D PD MH SI**

## Choices Housing Association Ltd
1 William Street, Fenton, Stoke-on-Trent ST4 2JG  
Tel: 01782 746361  
**OP PD LDA MH YA**

## 2 Cowley Way, Bentilee, Stoke-on-Trent ST2 ORB  
Tel: 01782 596047  
**LDA SI YA**

## 17 Norton Avenue, Stanfields, Stoke-on-Trent ST6 7ER  
Tel: 01782 819870  
**OP PD LDA SI YA**

## 63 Hoveringham Drive, Berry Hill, Stoke-on-Trent ST2 9PS  
Tel: 01782 201766  
**OP PD LDA MH YA**

## 535 High Lane, Stanfields, Stoke-on-Trent ST6 7EP  
Tel: 01782 862134  
**OP D PD LDA YA**

## Claybourne
Turnhurst Road, Chell, Stoke-on-Trent ST6 6LA  
Tel: 01782 790500  
Advert page 84  
**OP D**

## Collinson Court
56 Longton Road, Tunstall, Stoke-on-Trent ST4 8NA  
Tel: 01782 658156  
**LDA MH YA**

## Creative Support – Leonora Street
20 Leonora Street, Burslem, Stoke-on-Trent ST6 3BS  
Tel: 01782 817655  
**MH**

## Davlyn House
41 Bull Lane, Brindley Ford, Stoke-on-Trent ST8 7QL  
Tel: 01782 512269  
**OP D**

## Derwent House
206-208 Lightwood Road, Longton, Stoke-on-Trent ST3 4JZ  
Tel: 01782 599844  
**LDA**

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<td>D Dementia</td>
<td>SI Sensory impairment</td>
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<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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</tr>
</tbody>
</table>

Stoke-on-Trent care homes continued

**Dresden House Ltd**
81 Trentham Road, Dresden, Stoke-on-Trent ST3 4EE
Tel: 01782 343477

**Eastgate Residential Home**
12 Speakman Street, Longton ST3 4JR
Tel: 01782 969515

**Eldon House Care Services**
69 Ricardo Street, Longton, Stoke-on-Trent ST3 4EX
Tel: 01782 326620

**Eros Crescent, 66**
Birches Head, Stoke-on-Trent ST1 6RN
Tel: 01785 257962

**Fernlea**
114 Sandon Road, Meir, Stoke-on-Trent ST3 7DF
Tel: 01782 342822

**Four Seasons**
77 The Wood, Meir, Stoke-on-Trent ST3 6HR
Tel: 01782 336670

**Goldendale House**
45 Plex Street, Tunstall, Stoke-on-Trent ST6 5JQ
Tel: 01782 861308

**Gorsefield Residential Home**
306 High Lane, Burslem, Stoke-on-Trent ST6 7EA
Tel: 01782 577237

**Graceland Care Ltd**
11 Clewlow Place, Adderley Green, Stoke-on-Trent ST3 5DA
Tel: 01782 593743

**Hanford Court Care Home**
Bankhouse Road, Hanford, Stoke-on-Trent ST4 8EN
Tel: 01782 904481 **Advert page 34**

**Hanford Manor**
85 Church Lane, Hanford, Stoke-on-Trent ST4 4QD
Tel: 01782 642144

**Haversham House Ltd**
Longton Road, Trentham, Stoke-on-Trent ST4 8JD
Tel: 01782 643676

**Heathcotes (Blythe Bridge)**
Southlands, Aynsleys Drive, Blythe Bridge, Stoke-on-Trent ST11 9LR
Tel: 01782 398372

**High Cross House**
93 Burton Road, Stoke-on-Trent ST3 2BS
Tel: 01782 594696

**Hilton House**
Hilton Road, Stoke-on-Trent ST4 6QZ
Tel: 01782 634922

**Hollies, The**
9 Shirley Road, Hanley, Stoke-on-Trent ST1 3PF
Tel: 01782 205064

**Holly Lodge Residential Home Ltd**
Gaskell Road, Bucknall, Stoke-on-Trent ST2 9DW
Tel: 01782 303952

**Jasmine**
125 Regent Road, Hanley, Stoke-on-Trent ST1 3BL
Tel: 01707 601800

**Kenwood House**
14 Stoke Road, Stoke-on-Trent ST4 2DP
Tel: 01782 397440

**Keswick House**
210-212 Lightwood Road, Longton, Stoke-on-Trent ST3 4JZ
Tel: 01782 336656

**Larkins, Hanley, The**
163 Bucknall New Road, Hanley, Stoke-on-Trent ST1 2BG
Tel: 01782 504457

**Lightwood Road, 216**
Dresden, Stoke-on-Trent ST3 4JZ
Tel: 01782 598422

**Limes, The**
Glebedale Road, Fenton, Stoke-on-Trent ST4 3AP
Tel: 01782 844855 **Advert page 68**

**Lindly House Care Home**
241 Longton Road, Trentham, Stoke-on-Trent ST4 8DQ
Tel: 01782 657541

Service
- OP: Older people (65+)
- D: Dementia
- PD: Physical disability
- LDA: Learning disability, autism

User Bands
- MH: Mental health
- SI: Sensory impairment
- YA: Younger adults
- AD: People who misuse alcohol or drugs

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
## Stoke-on-Trent care homes continued

### Marrow House
Forrister Street, Meir Hay, Stoke-on-Trent ST3 1SQ  
Tel: 01782 234903  
**OP D**

### Meadows, The
Wrenbury Crescent, Berryhill,  
Stoke-on-Trent ST2 9JZ  
Tel: 01782 234567  
**OP D PD LDA MH YA**

### Mimosa
4 Shirley Road, Hanley, Stoke-on-Trent ST1 4DT  
Tel: 01782 280838  
**LDA MH**

### New Lodge
971 Lightwood Road, Longton ST3 7NE  
Tel: 01782 388370  
**LDA**

### Oak House
258 City Road, Stoke-on-Trent ST4 2PY  
Tel: 01782 263720  
**LDA YA**

### Olcote
142 High Lane, Burslem, Stoke-on-Trent ST6 7BT  
Tel: 017827 66204  
**OP MH**

### Park Hall
Ubberly Road, Bentilee, Stoke-on-Trent ST2 0QS  
Tel: 0808 102 6378  
**OP D**

### Paul Clarke Home
Chatterley House, Chatterley Road, Tunstall,  
Stoke-on-Trent ST6 4PX  
Tel: 01782 834354  
**OP D LDA MH YA**

### Pembridge Road
14a Pembridge Road, Stoke-on-Trent ST3 3BX  
Tel: 01782 311182  
**OP D PD LDA MH SI YA**

### Place Up Hanley, The
Wooliscroft Road, Bucknall, Stoke-on-Trent ST2 9HP  
Tel: 01782 219888  
**OP D PD MH SI YA**

### Poplars
123 Regent Road, Hanley, Stoke-on-Trent ST1 3BL  
Tel: 01782 209410  
**LDA MH**

### Regent Road
41 Regent Road, Hanley, Stoke-on-Trent ST1 3BT  
Tel: 01782 263720  
**LDA**

### Royal Mencap Society
30 Foster Court, Longton Hall Road, Blurton,  
Stoke-on-Trent ST3 2HF  
Tel: 01782 593467  
**LDA**

### Rutland House
Caledonia Road, Shelton, Stoke-on-Trent ST4 2DN  
Tel: 01782 263104  
**LDA YA**

### Rydal House
6 Spratslade Drive, Dresden, Stoke-on-Trent ST3 4DZ  
Tel: 01782 330854  
**LDA**

### Shamu
126 Regent Road, Hanley, Stoke-on-Trent ST1 3AY  
Tel: 01782 284520  
**LDA MH**

### Spratslade House Care Home
Belgrave Avenue, Dresden, Stoke-on-Trent ST3 4EA  
Tel: 01782 311531  
**OP D**

### St Michaels
Hewitt Street, Chell, Stoke-on-Trent ST6 6JX  
Tel: 01782 233201  
**OP D PD SI YA**

### Strathmore House
27 Queens Park Avenue, Dresden,  
Stoke-on-Trent ST3 4AU  
Tel: 01782 595947  
**OP LDA YA**

### Trentside Manor Care Home
Endon Road, Norton Green,  
Stoke-on-Trent ST6 8PA  
Tel: 01782 535402  
**OP D PD LDA YA**

### Villas, The
8 The Villas, West End, Stoke-on-Trent ST4 5AH  
Tel: 01782 847947  
**LDA**

### Weston House
344 Weston Road, Weston Coyney,  
Stoke-on-Trent ST3 6HD  
Tel: 01782 343818  
**MH**

### Weston Road, 202
Meir, Stoke-on-Trent ST3 6EE  
Tel: 01782 342123  
**PD LDA SI**

### Willows, The
69-99 Greenbank Road, Tunstall,  
Stoke-on-Trent ST6 7EZ  
Tel: 07599 985191  
**OP D PD LDA MH YA**

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### Service User Bands
- OP Older people (65+)
- D Dementia
- PD Physical disability
- LDA Learning disability, autism
- MH Mental health
- SI Sensory impairment
- YA Younger adults
- AD People who misuse alcohol or drugs

---

Visit www.carechoices.co.uk for further assistance with your search for care
Our care homes are a happy place to live

We pride ourselves on having happy homes where residents and their families can enjoy spending quality time with each other and develop new friendships along the way.

We have homes near you. To find out more please visit www.fshc.co.uk or pop in to look around.

Our teams will be pleased to show you around and talk to you about our home to home promise and more.

Stoke-on-Trent
Hilltop Manor 01782 481159
Park Lane 01782 481160
Tall Oaks 01782 481158

Cannock
Tudor House 01543 331555
Windsor House 01543 331556

Search for care in your area

www.carechoices.co.uk

With so many providers to choose from, where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

Search for care at www.carechoices.co.uk to find support in your area
Stoke-on-Trent care homes with nursing

Adderley Green Care Centre
Dividy Road, Bentilee, Stoke-on-Trent ST2 0AJ
Tel: 01782 337500
OP PD MH SI YA

Amberley House Care Home – Stoke-on-Trent
358 Ubberley Road, Bentilee, Stoke-on-Trent ST2 0QS
Tel: 01782 331200
OP D

Brindley Court
Station Road, Longport, Stoke-on-Trent ST6 4ND
Tel: 01782 828410
PD

Choices Housing Association Ltd – 60 Holdcroft Road
Bucknall, Stoke-on-Trent ST2 8LJ
Tel: 01782 570323
OP D LDA MH YA

Creative Support – Leonora Street
20 Leonora Street, Burslem, Stoke-on-Trent ST6 3BS
Tel: 01782 817655

Goldenhill Nursing Home
Heathside Lane, Goldenhill, Stoke-on-Trent ST6 5QS
Tel: 01782 771911
OP D

Hilltop Manor Care Home
High Lane, Chell, Stoke-on-Trent ST6 6JN
Tel: 01782 481159 Advert page 72
OP D PD

Lawton Rise Care Home
Heathside Lane, Goldenhill, Stoke-on-Trent ST6 5QS
Tel: 01782 773000
OP D

New Milton Nursing Home
Rear 1841 Leek Road, Milton, Stoke-on-Trent ST2 7AD
Tel: 01782 542573
OP D

Newford Nursing Home
Newford Crescent, Milton, Stoke-on-Trent ST2 7EQ
Tel: 01782 545547
OP D PD MH

Nightingale Group Ltd – Trentham Care Centre
Longton Road, Trentham ST4 8FF
Tel: 01782 644800
OP D PD MH YA

Old Vicarage Nursing Home, The
751-753 High Street, Stoke-on-Trent ST6 5RD
Tel: 01782 785577
OP D

Park Lane
Park Lane, Knypersley, Stoke-on-Trent ST8 7BG
Tel: 01782 481160 Advert page 72
OP D PD YA

Richmond Mews
5 Richmond Terrace, Shelton, Stoke-on-Trent ST1 4ND
Tel: 01782 222311
LDA

Scotia Heights
Scotia Road, Stoke-on-Trent ST6 4HA
Tel: 01782 829100
OP PD MH YA

St Michaels
Hewitt Street, Chell, Stoke-on-Trent ST6 6JX
Tel: 01782 233201
OP D PD SI YA

Stadium Court Care Home
Greyhound Way, Stoke-on-Trent ST6 3LL
Tel: 01782 207979
OP D

Tall Oaks Care Home
Charles Street, Biddulph, Stoke-on-Trent ST8 6JB
Tel: 01782 481158 Advert page 72
OP D PD

Trentham House Care Home
Chivelston Grove, Trentham, Stoke-on-Trent ST4 8HN Advert outside back cover
Tel: 01782 657664
OP D PD SI

Westcroft Nursing Home Ltd
5 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ
Tel: 01782 284611
OP D PD

Westfield Lodge Care Home
Weston Coyney Road, Stoke-on-Trent ST3 6ES
Tel: 01782 336777
OP D PD YA

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism

User Bands
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
## Cannock Chase care homes

### Care Services (UK) Ltd
20 Talbot Street, Rugeley WS15 2EQ  
Tel: 01889 801837  
37 Wolseley Road, Rugeley WS15 2QJ  
Tel: 01889 801535

### Catherine Care Ltd
38 Hilton Lane, Great Wyrley, Walsall WS6 6DS  
Tel: 01922 416688

### Copperdown Residential Care Home
30 Church Street, Rugeley WS15 2AH  
Tel: 01889 586874

### Grange Residential Care Home, The
Cannock Wood Street, Rawnsley, Cannock WS12 0PW  
Tel: 01543 425673

### Heartlands Care Ltd T/A Lanrick House
11 Wolseley Road, Rugeley WS15 2QJ  
Tel: 01889 577505

### Hob Meadow
2 Bentons Lane, Great Wyrley, Walsall WS6 6EF  
Tel: 01922 417713

### Horse Fair Care Home
Horse Fair, Rugeley WS15 2EL  
Tel: 01889 721170  
**Advert page 34**

### Kingsley Cottage
40 Uxbridge Street, Hednesford, Cannock WS12 1DB  
Tel: 01543 422763

### Langston Care Ltd – 35 Hill Top View
Handsacre, Rugeley WS15 4DG  
Tel: 01543 302067

### Langston Care Ltd – 37 Hill Top View
Handsacre, Rugeley WS15 4DG  
Tel: 01543 302067

### Lanrick Cottage
41 Wolseley Road, Rugeley WS15 2QJ  
Tel: 01889 585262

### Marlyn House
41 Cannock Road, Blackfords, Cannock WS11 5BU  
Tel: 01543 504009  
**OP PD MH**

### Marquis Court (Tudor House) Care Home
Littleworth Road, Hednesford, Cannock WS12 1HY  
Tel: 01543 331555  
**Advert page 72**  
**OP PD**

### Marquis Court (Windsor House) Care Home
Littleworth Road, Hednesford, Cannock WS12 1HY  
Tel: 01543 331556  
**Advert page 72**  
**OP D**

### Mavesyn Ridware Residential Home Ltd
Church Lane, Rugeley WS15 3RB  
Tel: 01543 490585  
**OP D PD SI**

### Mrs Valerie Bullman – 18 Leafdown Close
Hednesford, Cannock WS12 2NJ  
Tel: 01543 425637

### Nethermoor House
131 Chaseley Road, Etching Hill, Rugeley WS15 2LQ  
Tel: 01889 584368

### North Street, 92
Bridgetown, Cannock WS11 0AZ  
Tel: 01543 573739

### Oak Tree House
68 Sevens Road, Cannock WS12 0QA  
Tel: 01543 278832

### Pye Green Road
34-38 Pye Green Road, Cannock WS11 5RZ  
Tel: 01543 503776

### Waters Edge Care Home
Stafford Road, Great Wyrley, Near Walsall WS6 6BA  
Tel: 01922 404343

### Woodland View Short Breaks
Woodland View, Longford Road, Cannock WS11 1QN  
Tel: 01543 502912  
**OP PD LDA MH SI YA**

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<tr>
<th>Service</th>
<th>User Bands</th>
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<td>YA</td>
<td>Physical disability</td>
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<td>Learning disability, autism</td>
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<td>OP</td>
<td>MH</td>
<td>Mental health</td>
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<td>D</td>
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<tr>
<td>PD</td>
<td>YA</td>
<td>Younger adults</td>
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<tr>
<td>LDA</td>
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<td>People who misuse alcohol or drugs</td>
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### Cannock Chase care homes with nursing

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<th>Care Home Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Service Bands</th>
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<tbody>
<tr>
<td>Abbey Court Care Home</td>
<td>Heath Way, Heath Hayes, Cannock WS11 7AD</td>
<td>01543 541034</td>
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<tr>
<td>Alma Court Care Home</td>
<td>Heath Way, Heath Hayes, Cannock WS11 7AD</td>
<td>01543 541330</td>
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<tr>
<td>Ashcroft Hollow Care Home</td>
<td>18a Stafford Road, Huntington, Cannock WS12 4PD</td>
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<tr>
<td>Barton House Nursing Home</td>
<td>68 Cemetery Road, Cannock WS11 5QH</td>
<td>01543 504139</td>
<td>OP D MH YA</td>
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<tr>
<td>Conifers Nursing Home</td>
<td>16-18 Johns Lane, Walsall WS6 6BY</td>
<td>01922 415473</td>
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<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Service Bands</th>
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<td>Heathers Nursing Home, The</td>
<td>Gorsemoor Road, Cannock WS12 3HR</td>
<td>01543 270077</td>
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<tr>
<td>Lakeview Care Home</td>
<td>Stafford Road, Great Wyrley, Near Walsall WS6 6BA</td>
<td>01922 409898</td>
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<tr>
<td>Marquis Court (Tudor House) Care Home</td>
<td>Littleworth Road, Hednesford, Cannock WS12 1HY</td>
<td>01543 331555</td>
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<tr>
<td>Marquis Court (Windsor House) Care Home</td>
<td>Littleworth Road, Hednesford, Cannock WS12 1HY</td>
<td>01543 331555</td>
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<tr>
<td>Needwood House Nursing Home</td>
<td>58-60 Stafford Street, Heath Hayes, Cannock WS12 2EH</td>
<td>01543 275688</td>
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### East Staffordshire care homes

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<tr>
<td>Abacus Quality Care Ltd</td>
<td>T/A Abacus Care Home</td>
<td>01283 533166</td>
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<tr>
<td>Amber House Residential Home Ltd</td>
<td>7-8 Needwood Street, Burton-on-Trent DE14 2EN</td>
<td>01283 562674</td>
<td>OP D</td>
</tr>
<tr>
<td>Amber Wood</td>
<td>Belvedere Road, Burton-upon-Trent DE13 OQL</td>
<td>01283 743860</td>
<td>OP D PD MH SI</td>
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<tr>
<td>Ashby House</td>
<td>80 Ashby Road, Burton-on-Trent DE15 0NX</td>
<td>01283 353323</td>
<td>LDA MH YA</td>
</tr>
<tr>
<td>Ashby Road, 195</td>
<td>Burton-on-Trent DE15 0LB</td>
<td>01283 529495</td>
<td>LDA YA</td>
</tr>
<tr>
<td>Bearwood House Residential Care Home</td>
<td>183 Bearwood Hill Road, Winshill, Burton-on-Trent DE15 OJS</td>
<td>01283 561141</td>
<td>OP</td>
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<tr>
<td>Burton Road, 50</td>
<td>Branston, Burton-on-Trent DE14 3DN</td>
<td>01283 512766</td>
<td>LDA YA</td>
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<tr>
<td>Carden Bank Rest Home</td>
<td>16 Belvedere Road, Burton-on-Trent DE13 0RQ</td>
<td>01283 563841</td>
<td>OP</td>
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<tr>
<td>Coach House, The</td>
<td>34a Stapenhill Road, Burton-on-Trent DE15 9AE</td>
<td>01283 546234</td>
<td>OP PD LDA MH SI</td>
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<tr>
<td>Croft Care Home</td>
<td>43-44 Main Street, Stapenhill, Burton-on-Trent DE15 9AR</td>
<td>01283 561227</td>
<td>OP D</td>
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</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care.
Towerview Care sits in the heart of Burton On Trent on Ashby Road. The service has been here for many years and is well established within the local community.

It is accessible by public transport or car. Our priority is to ensure our Ladies and Gentlemen feel safe, secure, cared for, welcome and respected. We want people to feel truly at home, with a comfortable place to live, lots to do and fantastic food in a place where their dignity and privacy is always respected.

We invest in the best staff and pride ourselves on setting the highest standards of care and service. Our Ladies and Gentlemen enjoy a wide variety of activities and interests, and are supported to control their own lives, by shaping the care and support they receive. Visiting times are unrestricted, and the door is always open to family and friends. We recognise that it is important for everyone to have a sense of security, a sense of continuity, a sense of belonging, a sense of purpose, a sense of achievement and a sense of significance.

We are dedicated to constantly caring for everyone living in our home.

We provide placements for people who need nursing care, experiencing mental health difficulties including dementia and have complex health care needs including challenging behaviour. Our fees are competitive. We have excellent nurse and care staff 24 hours a day, including a Matron. We have additional in house support by our local GP and Psychiatrist. Other key professionals available to support the delivery of good therapeutic care are Occupational Therapy and Clinical Psychology, Chiropody, Dentist etc. This enables us to focus on the Ladies and Gentleman’s every need and not just their diagnosis or condition.

We carry out a comprehensive needs assessment for everyone referred to us. We will be happy to take the time to help you make the best decision for you or the person you represent, supporting you in your choice, and ensuring the transition is positive and enjoyable.

If you would like to consider Towerview Care as a potential placement please contact Carla Adams, Home Manager at carla@towerviewcare.com or call her on 01283 807422 Ext 102
### East Staffordshire care homes with nursing

<table>
<thead>
<tr>
<th>Barrowhill Hall Care and Nursing Home</th>
<th>Fauld House Nursing Home</th>
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<tbody>
<tr>
<td>Barrow Hill, Rocester, Uttoxeter ST14 5BX</td>
<td>Fauld, Tutbury, Burton-on-Trent DE13 9HS</td>
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<tr>
<td>Tel: 01889 591006</td>
<td>Tel: 01283 813642</td>
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<tr>
<th>Barton Cottage</th>
<th>Hoar Cross Nursing Home</th>
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<tbody>
<tr>
<td>The Cottage Wing, Barton Health &amp; Community Care Centre, Short Lane, Barton-under-Needwood, Burton-on-Trent DE13 8LT</td>
<td>St Michael’s House, Abbots Bromley Road, Hoar Cross, Burton-on-Trent DE13 8RA</td>
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<tr>
<td>Tel: 01283 714110</td>
<td>Tel: 01283 575210</td>
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<tr>
<th>Branston Court Care Home</th>
<th>Kings Bromley Care Home</th>
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<tr>
<td>Branston Road, Burton-on-Trent DE14 3DB</td>
<td>Kings Bromley, Burton-on-Trent DE13 7JA</td>
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<tr>
<td>Tel: 01283 510088</td>
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<td><strong>OP D</strong></td>
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<th>Burton, Bridge and Trent Court Care Centre</th>
<th>Kirk House Care Home</th>
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<tr>
<td>17-19 Ashby Road, Burton-on-Trent DE15 0LB</td>
<td>34 Balance Street, Uttoxeter ST14 8JE</td>
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<tr>
<td>Tel: 01283 807422</td>
<td>Tel: 01889 562628</td>
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<td><strong>Advert page 76</strong></td>
<td><strong>OP D PD MH SI YA</strong></td>
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<tr>
<th>Charlotte James Nursing Home</th>
<th>Old Rectory (Bramshall) Ltd</th>
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<tbody>
<tr>
<td>Oakhurst, Shobnall Road, Burton-on-Trent DE14 2BB</td>
<td>Leigh Lane, Bramshall, Uttoxeter ST14 5DN</td>
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<tr>
<td>Tel: 01283 569417</td>
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<th>Dove House Care Home</th>
<th>Poplars Nursing and Residential Care Home</th>
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<tr>
<td>Dairy Lane, Sudbury, Ashbourne DE6 5GX</td>
<td>Rolleston Road, Burton-on-Trent DE13 0JT</td>
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<tr>
<td>Tel: 01283 820304</td>
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<td>34 Balance Street, Uttoxeter ST14 8JE</td>
<td>Stapenhill Road, Burton-on-Trent DE15 9AE</td>
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<tr>
<td>Tel: 01889 562628</td>
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<td>Tel: 01283 529329</td>
<td>22 Birch Terrace, Burntwood WS7 2HH</td>
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<td>Tel: 01543 480253</td>
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<td>112 Lawnswood Avenue, Burntwood WS7 4YE</td>
<td>11 Highfields Road, Chase Town, Burntwood WS7 4QR</td>
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<tr>
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### Service User Bands

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<td>AD</td>
<td>AD People who misuse alcohol or drugs</td>
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Search for care at www.carechoices.co.uk to find support in your area
Lichfield care homes continued

Rosemary Lodge
191 Walsall Road, Lichfield WS13 8AQ
Tel: 01543 415223

Rugeley Road, 235
Chase Terrace, Burntwood WS7 1NS
Tel: 01543 686460

Shenstone Hall
13 Birmingham Road, Shenstone,
Lichfield WS14 0JS
Tel: 01543 480222

Southwinds
17 Chase Road, Burntwood WS7 0DS
Tel: 01543 672552

Spires, The
Stafford Road, Lichfield WS13 8JD
Tel: 01543 330 739 Advert page 30

Watford House Residential Home
263 Birmingham Road, Shenstone Wood End,
Lichfield WS14 OPD
Tel: 0121 308 1342

Lichfield care homes with nursing

Aston Court Care Home
Little Aston Hall Drive, Little Aston,
Sutton Coldfield B74 3BF
Tel: 0121 667 5886

Beechfields Nursing Home Ltd
1 Wissage Road, Lichfield WS13 6EJ
Tel: 01543 418354

Briar Hill House
51 Attlee Crescent, Rugeley WS15 1BP
Tel: 01889 576622 Advert page 84

Chaseview Nursing Home
Water Street, Chase Terrace, Burntwood WS7 1AW
Tel: 01543 672666

Darwin Court Care Centre
Wissage Road, Lichfield WS13 6SP
Tel: 01543 541815 Advert page 34

Grangemoor House Nursing Home
110 Cannock Road, Burntwood WS7 0BG
Tel: 01543 675711

Hammerwich Hall Care Home
105 Burntwood Road, Hammerwich,
Burntwood WS7 0JL
Tel: 01543 675529

Hawksyard Priory Nursing Home
Armitage Lane, Armitage,
Rugeley WS15 1PT
Tel: 01543 490112

Lodge Nursing Home, The
106 Cannock Road,
Burntwood WS7 0BG
Tel: 01543 686188

Stubby Leas Nursing Home
Fisherwick Road, Whittington,
Lichfield WS13 8PT
Tel: 01827 383496

Talbot House Nursing Home
28-30 Talbot Street, Rugeley WS15 2EG
Tel: 01889 570527

Newcastle-under-Lyme care homes

Allendale Residential
11a Milehouse Lane, Wolstanton,
Newcastle-under-Lyme ST5 9JR
Tel: 01782 767745

Arbour Street, 50
50 Arbour Street, Talke Pits,
Stoke-on-Trent ST7 1QW
Tel: 07917 130264

Visit www.carechoices.co.uk for further assistance with your search for care
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<td>&lt;strong&gt;Younger adults&lt;/strong&gt;</td>
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Newcastle-under-Lyme care homes continued

Poplars, The
Alsagers Bank, Bank, Stoke-on-Trent ST7 8BA
Tel: 01782 721515

Ravenswood Care Home
15 The Avenue, Kidsgrove, Stoke-on-Trent ST7 1AQ
Tel: 01782 783124

Samuel Hobson House
20-22 Knutton Road, Wolstanton, Newcastle-under-Lyme ST5 0HU
Tel: 01782 620011

St Staffordshire County Council – 114 Douglas Road
Newcastle-under-Lyme ST5 9BJ
Tel: 01782 711041

Wilbraham House
The Old Vicarage, Church Street, Audley, Stoke-on-Trent ST7 8DE
Tel: 01782 720729

Woodlands, The
20 Woodlands Avenue, Newcastle-under-Lyme ST5 8AZ
Tel: 01782 622089

Newcastle-under-Lyme care homes with nursing

Abbeywell Court
Dragon Square, Newcastle ST5 7HL
Tel: 01782 561769

Acres Nook
Boathorse Road, Kidsgrove, Stoke-on-Trent ST7 4JA
Tel: 01782 773774

Belong Newcastle-under-Lyme
65 Lower Street, Newcastle-under-Lyme ST5 2RS
Tel: 01782 986300

Bradwell Hall Nursing Home
Old Hall Drive, Bradwell, Newcastle-under-Lyme ST5 8RQ
Tel: 01782 636935

Rowan Court Care Home
Silverdale Road, Newcastle-under-Lyme ST5 2TA
Tel: 01782 904595 Advert page 34 OP D PD MH YA

Silverdale Nursing Home
Newcastle Street, Silverdale, Newcastle-under-Lyme ST5 6PQ
Tel: 01782 717204

St Quentin Senior Living, Residential and Nursing Homes
Sandy Lane, Newcastle-under-Lyme ST5 0LZ
Tel: 01782 617056

See page 8 for more information on paying for care homes.

South Staffordshire care homes

Ashfield House
Sugar Loaf Lane, Iverley, Kidderminster DY10 3PB
Tel: 01562 701118

Brickbridge House
98 Bridgnorth Road, Wombourne WV5 0AQ
Tel: 01902 892619

Essington Manor Care Home
41 Broad Lane, Essington WV11 2RG
Tel: 01922 406596

Fairmont Residential Ltd
Botts Farm, Whittington Hall Lane, Kinver, Stourbridge DY7 6PN
Tel: 01384 397402

Firs Residential Home, The
Wodehouse Lane, Gospel End, Sedgley DY3 4AE
Tel: 01902 677911

Visit www.carechoices.co.uk for further assistance with your search for care
South Staffordshire care homes continued

Greenway House Residential Home
103 Springhill Lane, Lower Penn, Wolverhampton WV4 4TW
Tel: 01902 330777

High Lodge Care Home
Off Roman Road, Iverley, Stourbridge DY7 6PP
Tel: 01384 390561

Holendene Way, 1
Wombourne, Wolverhampton WV5 8EP
Tel: 01905 798247

South Staffordshire care homes with nursing

Edgeview Nursing Home
The Compa, Comber Road, Kinver, Stourbridge DY7 6HT
Tel: 01384 872804

Himley Mill Care Home
School Road, Himley, Dudley, West Midlands DY3 4LG
Tel: 01902 324021

Hunters Lodge Care Centre, The
Hollybush Lane, Oaken, Codsall, Wolverhampton WV8 2AT
Tel: 01902 847575

New Dawn Court
160 High Street, Chasetown, Burntwood, Staffordshire WST 3XG
Tel: 01624 843186

Perton Manor
Wrottesley Park Road, Wolverhampton WV8 2HE
Tel: 01902 843004

Prestwood Lodge
Wolverhampton Road, Prestwood, Stourbridge DY7 5AN
Tel: 01384 872555

Shrubbery Rest Home, The
126 Wood Road, Codsall, Wolverhampton WV8 1DW
Tel: 01902 844871

Willows Care Home, The
14 Wolverhampton Road, Codsall, Wolverhampton WV8 1PP
Tel: 01902 842273

Prestwood Coach House
Wolverhampton Road, Prestwood, Stourbridge DY7 5AL
Tel: 01384 877440

Prestwood House
Wolverhampton Road, Prestwood, Stourbridge DY7 5AL
Tel: 01384 877440

Springfield House Nursing Home
Oaken Drive, Codsall, Wolverhampton WV8 2EE
Tel: 01902 507357

St Anthony’s
– Care Home with Nursing Physical Disabilities
Stourbridge Road, Wolverhampton WV4 5NQ
Tel: 01902 893056

Woodford House
The Green, Triesull, Wolverhampton WV5 7HW
Tel: 01902 324264

Orsett House Exclusive Retirement Home

Specialists in caring for people with Dementia

- Registered to care for the frail elderly
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- Genuinely caring, highly experienced staff
- Beautiful enclosed garden
- Single & companion rooms - all en suite
- Visiting Pets welcome
- Wide range of facilities and activities

Call us on 01782 372147 for more information
Station Road, Barlaston, Staffordshire ST12 9DQ www.orsetthouse.co.uk

Search for care at www.carechoices.co.uk to find support in your area
# Stafford care homes

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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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**Advert page 88**

**Meadowfields Care Home**
Pasturefields, Great Haywood, Stafford ST18 0RD
Tel: 01889 270565

**Mews, The**
Stone Road, Eccleshall, Stafford ST21 6JX
Tel: 01785 851185

**Oaklea House Ltd**
Stone Road, Tittensor, Stoke-on-Trent ST12 9HE
Tel: 01782 373236

**Old Rectory, The**
Fradswell Lane, Fradswell, Stafford ST18 0EY
Tel: 01889 270236

**Queensway House**
Weston Road, Stafford ST16 3TF
Tel: 01785 228324

**R M P Care**
1 Alexandra Street, Stone ST15 8HL
Tel: 01785 615510

**Wilford House**
47 Rowley Bank, Stafford ST17 9BA
Tel: 01785 258495

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Putting care at the heart of your decision

MHA care homes in your area

We’re an award-winning charity, with over 75 years’ experience providing care and supporting families, so we know what’s important for you. We’re dedicated to raising the standard of care for people in later life by creating a warm and supportive environment that ensures you truly feel at home.

All our homes offer:

- Compassionate staff who care for everyone as an individual
- Personalised care plans, developed with residents and their family
- A wide range of activities and entertainment
- Home cooked meals prepared by in-house chefs
- Music therapy in all our dementia care homes
- Dedicated chaplain

Residential and nursing care
Briar Hill House
51 Attlee Cres, Rugeley WS15 1BP
Tel: 01889 576622
www.mha.org.uk/Briarhillhouse

Dementia nursing care
Weston & Queensway House
Weston House, Weston Rd, Stafford ST16 3TF
Tel: 01785 228324
www.mha.org.uk/Westonqueensway

Call or visit us online to arrange a visit
www.mha.org.uk
Stafford care homes with nursing

Heyfields Nursing Home
Heyfields, Tittensor Road,
Tittensor ST12 9HQ
Tel: 01782 373584  OP PD SI YA

Hilderstone Hall
Hilderstone, Near Stone ST15 8SQ
Tel: 01889 861 843 Advert page 30  OP D PD YA

Limewood Nursing and Residential Home
Limetre Ave, Stafford ST16 3DF
Tel: 01785 215678  OP D PD YA

Manor House Nursing Home, The
Burton Manor Road, Hyde Lea,
Stafford ST18 9AT
Tel: 01785 250600  OP D PD YA

Maple Court Nursing Home
Rotherwood Drive, Rowley Park,
Stafford ST17 9AF
Tel: 01785 245556  OP D PD MH

Oulton Abbey Residential and Nursing Home
Oulton Abbey, Church Lane,
Oulton ST15 8UP
Tel: 01785 814192  OP D PD

Queensway House
Weston Road, Stafford ST16 3TF
Tel: 01785 228324 Advert page 84  OP MH

Rosevilla Nursing Home
148-150 Eccleshall Road,
Stafford ST16 1JA
Tel: 01785 254760  OP D PD YA

Rowley House Nursing Home
26 Rowley Avenue, Stafford ST17 9AA
Tel: 01785 255279  OP D PD SI

St Joseph’s Convent Nursing Home
Lichfield Road, Stafford ST17 4LG
Tel: 01785 251577  OP D PD

St Mary’s Nursing Home
Magaret Street, Stone ST15 8EJ
Tel: 01785 813894  OP

Weston House
Weston Road, Stafford ST16 3TF
Tel: 01785 228324 Advert page 84  OP D MH

Wheaton Aston Care Home
Ivetsey Bank, Wheaton Aston,
Stafford ST19 9QT
Tel: 01785 840423  OP D MH

St Joseph’s Convent Nursing Home
Lichfield Road, Stafford ST17 4LG
Tel: 01785 251577  OP D PD

St Mary’s Nursing Home
Magaret Street, Stone ST15 8EJ
Tel: 01785 813894  OP

Weston House
Weston Road, Stafford ST16 3TF
Tel: 01785 228324 Advert page 84  OP D MH

Wheaton Aston Care Home
Ivetsey Bank, Wheaton Aston,
Stafford ST19 9QT
Tel: 01785 840423  OP D MH

Staffordshire Moorlands care homes

Alder Grange
51 Adamthwaite Drive, Blythe Bridge,
Stoke-on-Trent ST11 9HL
Tel: 01782 393581 Advert page 86  OP D PD MH SI

Allan House Ltd
53 Uttoxeter Road, Blythe Bridge,
Stoke-on-Trent ST11 9JG
Tel: 01782 397018  OP LDA YA

Ashview House Residential Care Home
Aynsleys Drive, Blythe Bridge,
Stoke-on-Trent ST11 9HJ
Tel: 01782 398919  OP D PD SI

Beech Dene Residential Care Home
Westwood Road,
Leek ST13 8DL
Tel: 01538 388087  OP D PD

Burleigh House
Leek Road, Stoke-on-Trent ST10 1WB
Tel: 017825 50920  OP D PD MH

Choices Housing Association Ltd
20 Dairy Close, Leek ST13 6LT
Tel: 01538 386762  D PD LDA MH SI YA

4 West Street, Biddulph,
Stoke-on-Trent ST8 6HL
Tel: 01782 514141  OP PD LDA YA

Visit www.carechoices.co.uk for further assistance with your search for care
Staffordshire Moorlands care homes continued

Compassionate House
177 Uttoxeter Road, Draycott,
Stoke-on-Trent ST11 9AB
Tel: 01270 505027

Elizabeth House
Sandy Hill, Werrington,
Stoke-on-Trent ST9 0ET
Tel: 01782 304088

Heathcotes (Blythe Bridge)
Southlands, Aynsleys Drive,
Blythe Bridge, Stoke-on-Trent ST11 9LR
Tel: 01782 393372

Heathfield House
318 Uttoxeter Road, Blythe Bridge,
Stafford ST11 9LY
Tel: 01782 393909

Hillesden House Care Home
Mount Road, Leek ST13 6NQ
Tel: 01538 373397

Hillwood Lodge
9 The Close, Endon, Stoke-on-Trent ST9 9JH
Tel: 01782 505221

Ladydale Care Home
9 Fynney Street, Leek ST13 5LF
Tel: 01538 386442

Larkins, The
Hill Top, Brown Edge,
Stoke-on-Trent ST6 8TX
Tel: 01782 504457

Mill Hayes Residential Home
72 Mill Hayes Road, Knypersley,
Stoke-on-Trent ST8 7PS
Tel: 01782 519047

Morgan House
86 Uttoxeter Road, Blythe Bridge,
Stoke-on-Trent ST11 9JG
Tel: 01782 390640

Old Vicarage Residential Home, The
Vicarage Road, Tean, Stoke-on-Trent ST10 4LE
Tel: 01538 723441

Roughcote Hall Farm
Roughcote Lane, Caverswall,
Stoke-on-Trent ST11 9ET
Tel: 01782 397440

Tall Oaks Care Home
Charles Street, Biddulph,
Stoke-on-Trent ST8 6JB
Tel: 01782 481158

Wall Hill Care Home Ltd
Broad Street, Leek ST13 5QA
Tel: 01538 399807

Wetley Manor Care Home
Abbey Road, Wetley Rocks,
Stoke-on-Trent ST9 0AS
Tel: 01782 551144

Willows Care Home, The
90 Uttoxeter Road, Blythe Bridge,
Stoke-on-Trent ST11 9JG
Tel: 01782 399411

Alder Grange Care Home has been operating as a residential care home for in excess of 20 years. It was taken over by Eungella Care Ltd in April 2007.

We offer long and short stay residential care for adults and we also provide day care. We are committed to the delivery of the highest standards of individualised care, ensuring that the needs of your loved ones are met at all times.

01782 393581 | info@aldergrange.co.uk
www.aldergrange.co.uk
Alder Grange, 51 Adamthwaite Drive,
Blythe Bridge, Stoke On Trent, ST11 9HL

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• Find care providers quickly and easily
• Search by location and care need

Service
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Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs

Search for care at www.carechoices.co.uk to find support in your area
### Staffordshire Moorlands care homes with nursing

**Abbey Court Care Home – Leek**  
Buxton Road, Leek ST13 6NF  
Tel: 01538 386523  
**User Bands:** OP, D, PD

**Ash Hall Nursing Home**  
Ash Bank Road, Werrington,  
Stoke-on-Trent ST2 9DX  
Tel: 01782 302215  
**User Bands:** OP, D, PD, MH, SI

**Autumn House Nursing Home**  
37 Stafford Road, Stone ST15 0HG  
Tel: 01785 812885  
**User Bands:** OP, D, PD

**Beech Lodge Nursing Home**  
Rakeway Road, Cheadle,  
Stoke-on-Trent ST10 1RA  
Tel: 01538 753676  
**User Bands:** OP, D, PD, MH, SI

**Church Terrace Nursing Home**  
18 The Terrace, Cheadle,  
Stoke-on-Trent ST10 1PA  
Tel: 01538 750736  
**User Bands:** OP, D, PD, MH, YA

**Ernvale House Care Centre**  
Station Road, Cheddleton,  
Leek ST13 7EE  
Tel: 01538 360260  
**User Bands:** OP, D, PD, MH, SI, YA

**Harewood Park**  
Leek Road, Cheadle, Stoke-on-Trent ST10 2EE  
Tel: 01538 756942  
**User Bands:** LDA, MH, YA

**Park Lane**  
Park Lane Knypersley,  
Stoke-on-Trent ST8 7BG  
Tel: 01782 481160  
**User Band:** Advert page 72

**Rock Cottage Care Services**  
Breach Road, Brown Edge,  
Stoke-on-Trent ST6 8TR  
Tel: 01782 503120  
**User Bands:** OP, D, PD, MH, SI

**Springbank Nursing Home**  
Mill Hayes Road, Knypersley,  
Stoke-on-Trent ST8 7PS  
Tel: 01782 516889  
**User Bands:** OP, D, PD

**Tall Oaks Care Home**  
Charles Street, Biddulph,  
Stoke-on-Trent ST8 6JB  
Tel: 01782 481158  
**User Band:** Advert page 72

**Treetops Court Care Home**  
Park Road, Leek ST13 8XP  
Tel: 01538 392520  
**User Bands:** OP, D, PD, MH, YA

### Tamworth care homes

**Boat House, The**  
24–28 Lichfield Street, Fazeley,  
Tamworth B78 3QN  
Tel: 01827 289654  
**User Bands:** LDA, YA

**Bonehill Lodge**  
62 Park Lane, Bonehill, Tamworth B78 3HZ  
Tel: 01827 280275  
**User Bands:** OP, D, PD, SI

**Dover Cottage Rest Home**  
Dover Farm Close, Stoneydelph,  
Tamworth B77 4AP  
Tel: 01827 331116  
**User Bands:** OP, D

**Evergreen House Residential Home**  
Lichfield Road, Tamworth B79 7SF  
Tel: 01827 50675  
**User Bands:** OP, D, PD, YA

**Fox Glove**  
1 Foxglove, Amington, Tamworth B77 4HY  
Tel: 01827 769424  
**User Bands:** LDA, YA

**Lane House Residential Care Home**  
265 Lichfield Road, Tamworth B79 7SF  
Tel: 01827 314806  
**User Bands:** OP, D, PD, SI

**Meadowyrthe**  
Comberford Road, Tamworth B79 8PD  
Tel: 01827 660606  
**User Bands:** OP, D, PD, MH, SI

**Spring Tree Rest Home**  
433 Watling Street, Two Gates, Tamworth B77 1EL  
Tel: 01827 251634  
**User Bands:** D

**St Ives Close**  
2-4 St Ives Close, Leyfields, Tamworth B79 8HL  
Tel: 0808 808 1111  
**User Bands:** LDA

---

**Service**  
OP Older people (65+)  
D Dementia  
PD Physical disability  
LDA Learning disability, autism

**User Bands**  
MH Mental health  
SI Sensory impairment  
YA Younger adults  
AD People who misuse alcohol or drugs

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Tamworth care homes continued

Crispin Court Care Home
A Real Home From Home

A care home of unrivalled comfort and amenities, Crispin Court is located in the old market town of Stafford. This quality home delivers the highest possible standards in senior living, from leading national care provider, Avery Healthcare.

Our approach is to nurture an atmosphere of care and community, all delivered in an engaging lifestyle. Your well-being is our primary concern, and we will ensure that you have the highest quality of support for your physiological, psychological, social, and nutritional needs, all tailored to your individual circumstances.

Call 01785 529163 or Search ‘Crispin Court Care’ online or on

Search for care at www.carechoices.co.uk to find support in your area
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‘Home from Home in 2020’
At Barrowhill Hall Residential and Nursing Home

some friendships are timeless!

Services
The home specialises in Dementia and includes:
Nursing Care : Residential Care : Respite Care : Day Care

“The care he received there is excellent. I could not ask for better. This care home must really be rated as excellent.”
Wife of resident

“Care fit for a queen, fit for my Mum.”
Son of resident

“The food is excellent. My mother particularly enjoys the various activities which are extensive and well organised.”
Daughter of resident

“More smiling, less worrying. More compassion, less judgement. More blessed, less stressed. More love, less hate, make a difference to people’s lives!” Matthew Whitfield RMN – Registered Manager.

HAS A CAREHOME.CO.UK REVIEW SCORE OF
9.7
January 2020
Maximum Review Score is 10, and the Score was calculated from 39 reviews by residents or family/friends of residents.

See all the reviews for yourself at carehome.co.uk

For further information please telephone:
01889 591006
Barrowhill Hall Care and Nursing Home
Rocester, Nr Uttoxeter, Staffordshire, ST14 5BX
Email: enquiries@barrowhillhall.co.uk

Facebook /Barrowhill1/

Barrowhill Hall
Nursing | Residential | Dementia
www.barrowhillhall.co.uk
The Twigge family have successfully run Bradwell Hall Nursing Home for the past 30 years, and have recently taken over Trentham House Care Home. **Trentham House** is a delightful 1930’s-style building that will be going through some extensive renovations, which will enhance the natural beauty of the original house. Trentham House is committed to providing **high quality care** for the elderly by creating a homely environment which respects the individual’s independence, protects their status and enables them to achieve as full a life as possible. Trentham House offers residential, nursing, dementia and respite care as well as a range of specialist services to suit all needs.

Our friendly caring staff are dedicated highly trained and experienced staff are committed to providing **24-hour care** in a professional and respectful way, which will enhance the quality of life of all our residents.

**Trentham House**

*a warm welcome to you*

If you would like to visit the home or require further information we would be pleased to assist you.

**Trentham House Care Home**
Chivelstone Grove, Trentham, Stoke on Trent, Staffordshire, ST4 8HN

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